Transforming Records Management with SharePoint & Office 365

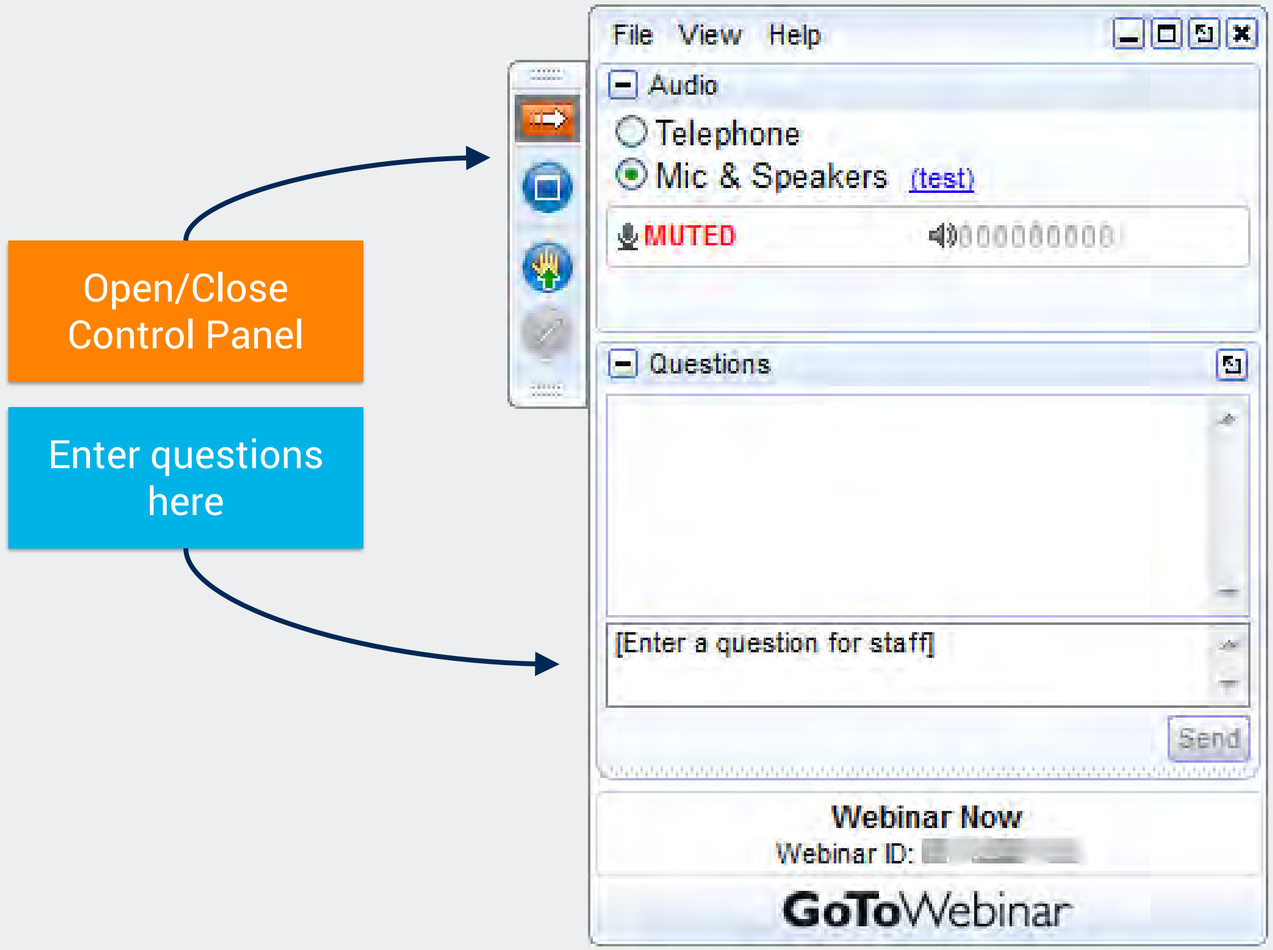
April 23, 2018

Today's Agenda

1. Webinar Logistics
2. RM Principles & Best Practices & How They Apply to SharePoint
3. RM & Retention in SharePoint
4. Labels: Basic Principles
5. Q&A

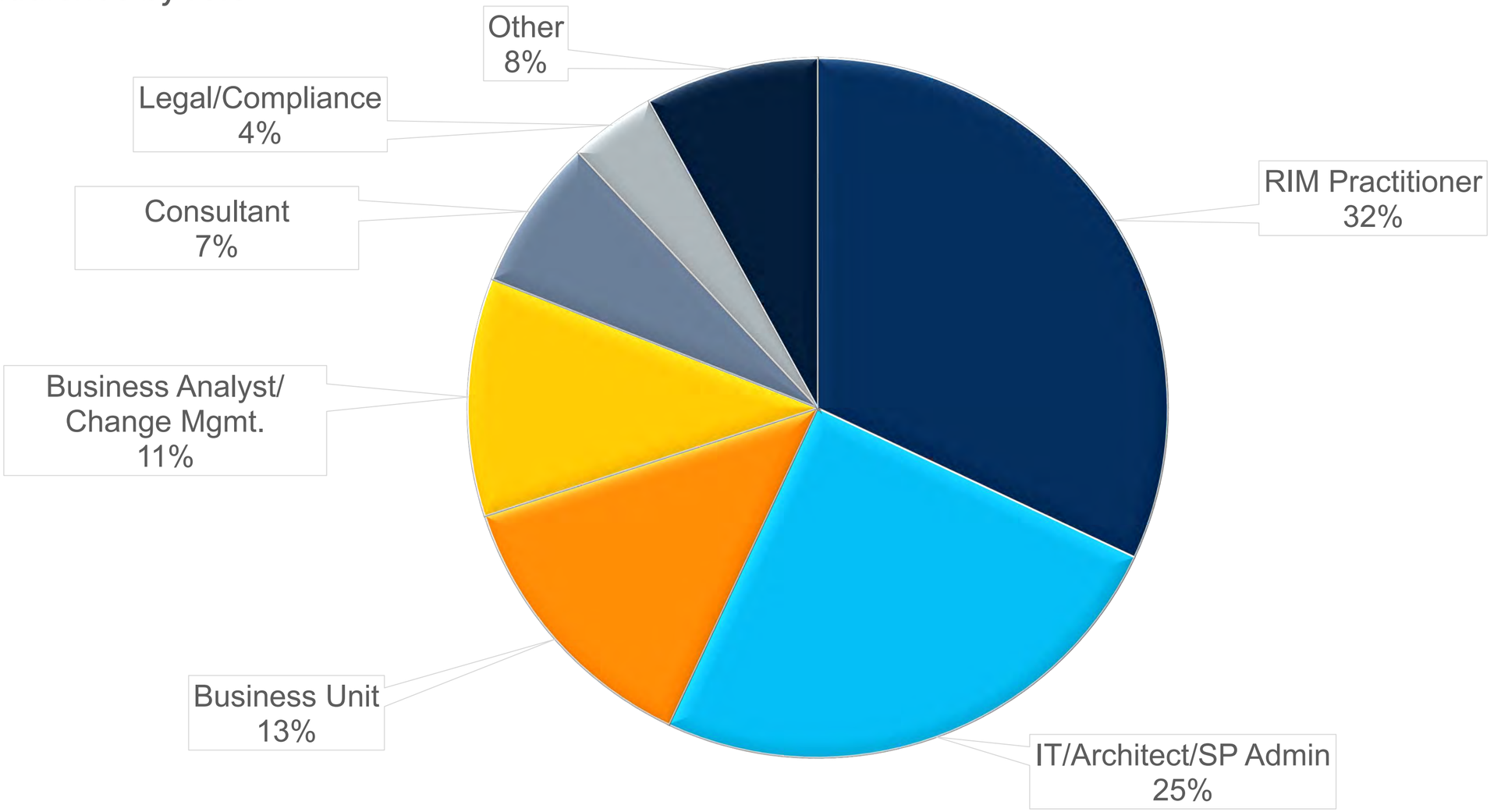
Webinar Logistics

- Today's webinar will last 60 minutes
- You will receive a recording to the webinar
- Enter questions in the Control Panel



Who’s here today?

Today’s audience by role



Today’s Speakers

ROBERT BOGUE

Microsoft MVP,

Principal, Thor Projects

BRUCE HERZER

Director, Colligo

TOM NG

Product Manager, Colligo

Reconsidering Records and Retention

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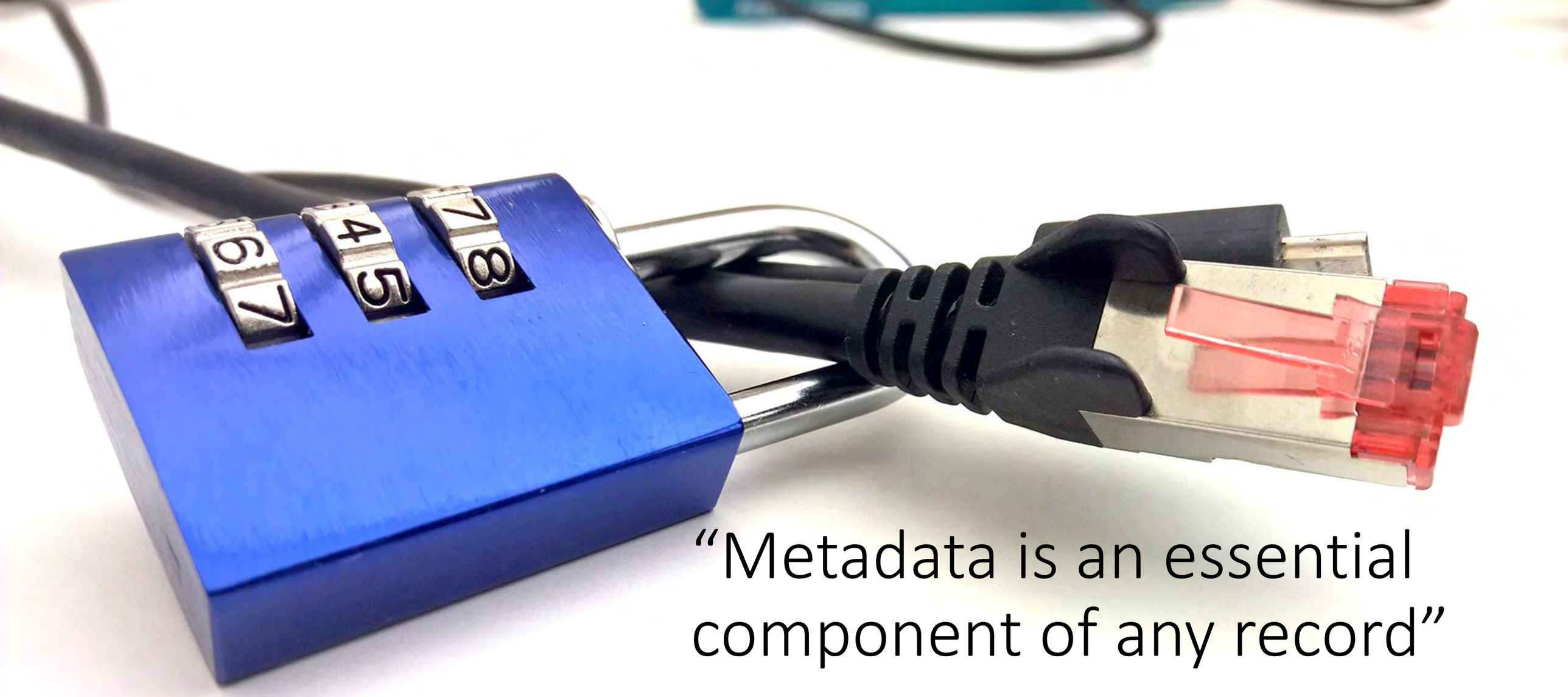
What is a Record?

“Records are both evidence of business activity and information assets”



“Metadata is an essential component of any record”

- Record context
- Record process

Managing records encompasses

- Creating and capturing records to meet requirements for evidence of business activity
- Taking appropriate action to protect their **authenticity**, **reliability**, **integrity**, and **usability** as their business context and requirements for their management change over time.

Record Characteristics

- Immutable
  - Reliability
  - Integrity
- Non-Reputable
  - Authenticity
- Useful
  - Usability

Creating Records

- “the creation, capture and management of records are integral parts of conducting business, in any context”
- Not everything is a record
- Records assignment must be a part of the business process

Manual Tagging

- Must be an explicit part of the documented business process
- When tagging is ad-hoc, nothing gets tagged

Automatic Tagging

- The workflow or business process automation identifies the record
- The item is identified as a record through content analytics

What is Retention?

Systematic, controlled archival and destruction

Why destroy?

- Reduce cost and risk of legal discovery
- Improve search findability

Discovery

- Court ordered protection or release of information pertaining to a case
- Managed as a series of holds
- Holds don’t make content a record, but protects it from destruction or tampering like a record

Retention Schedules

- Specifies the kind of documents and their destruction schedules

Managing Records and Retention in SharePoint

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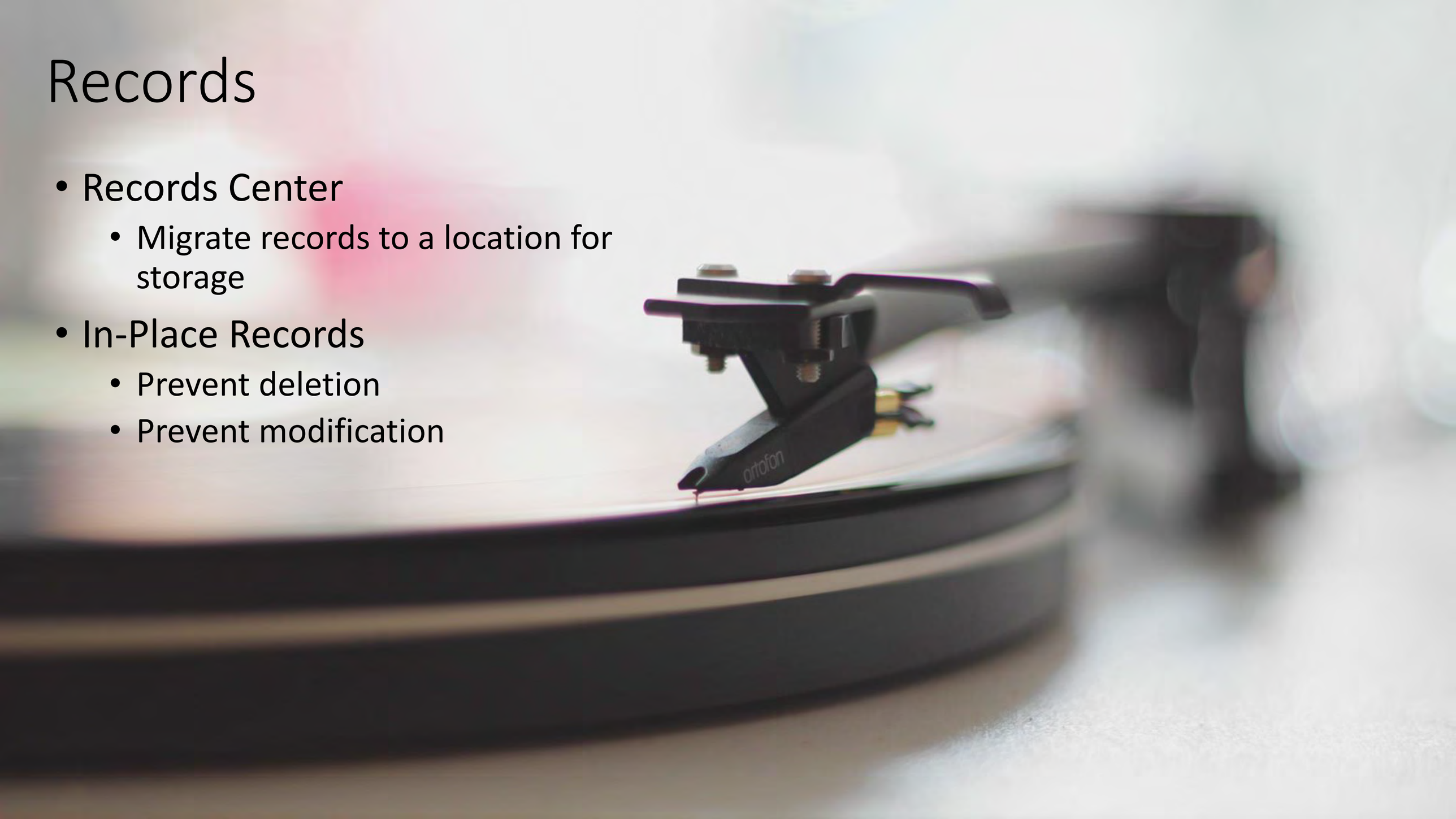
Records

- Records Center
  - Migrate records to a location for storage
- In-Place Records
  - Prevent deletion
  - Prevent modification



Retention

- Set at a content type level
- Set as time from a date
- Multi-stage
- Actions
  - Delete
  - Recycle
  - Move
  - Run a Workflow

Who is the SharePoint Shepherd?

Robert Bogue, aka the SharePoint Shepherd, is a 14-time Microsoft MVP. He makes complicated topics simple and easy to understand. You can follow his blog at www.ThorProjects.com/blog

The SharePoint Shepherd's Guide for End Users

The Shepherd's Guide is an online productivity aid that provides users the help they need, when they need it. At a fraction of the cost of training, your help desk calls will decrease, and your SharePoint adoption will skyrocket.

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This online course teaches you how to do information management on SharePoint and Office 365. You'll become an IM expert at your own pace. Use code IIM100 to save $100 today!

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What are labels and what is Microsoft’s vision for them?

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The Labels Concept

RM / Compliance Officers

Compliance Officers or IT Administrators, who best understand their business and employees, define a minimal set of simple label options that info workers can use.

Information Workers

Info workers no longer need to know anything about data policies (to know what protection and info governance options to apply and when) and don't need to be tech experts (to know how to apply them).

They just have to choose the right label, and Office does the rest.

Value

Office can auto-detect & auto-apply the right data classification in many cases!

Source: Microsoft

Label Definitions

When **RM / Compliance Officers** define labels that make sense for their organizations and industry, they also specify:

- What trigger conditions can cause a label to be **automatically applied**
- What **outcomes** happen when a label is applied

Source: Microsoft

Contract Record Example

RM / Compliance officers has rolled out a label called “Contract”, configured as shown below.

Trigger(s)

- Info worker manually chooses the label from list
- User types *Contract* in the document or email.
- Many other possibilities

“Contract” label applied

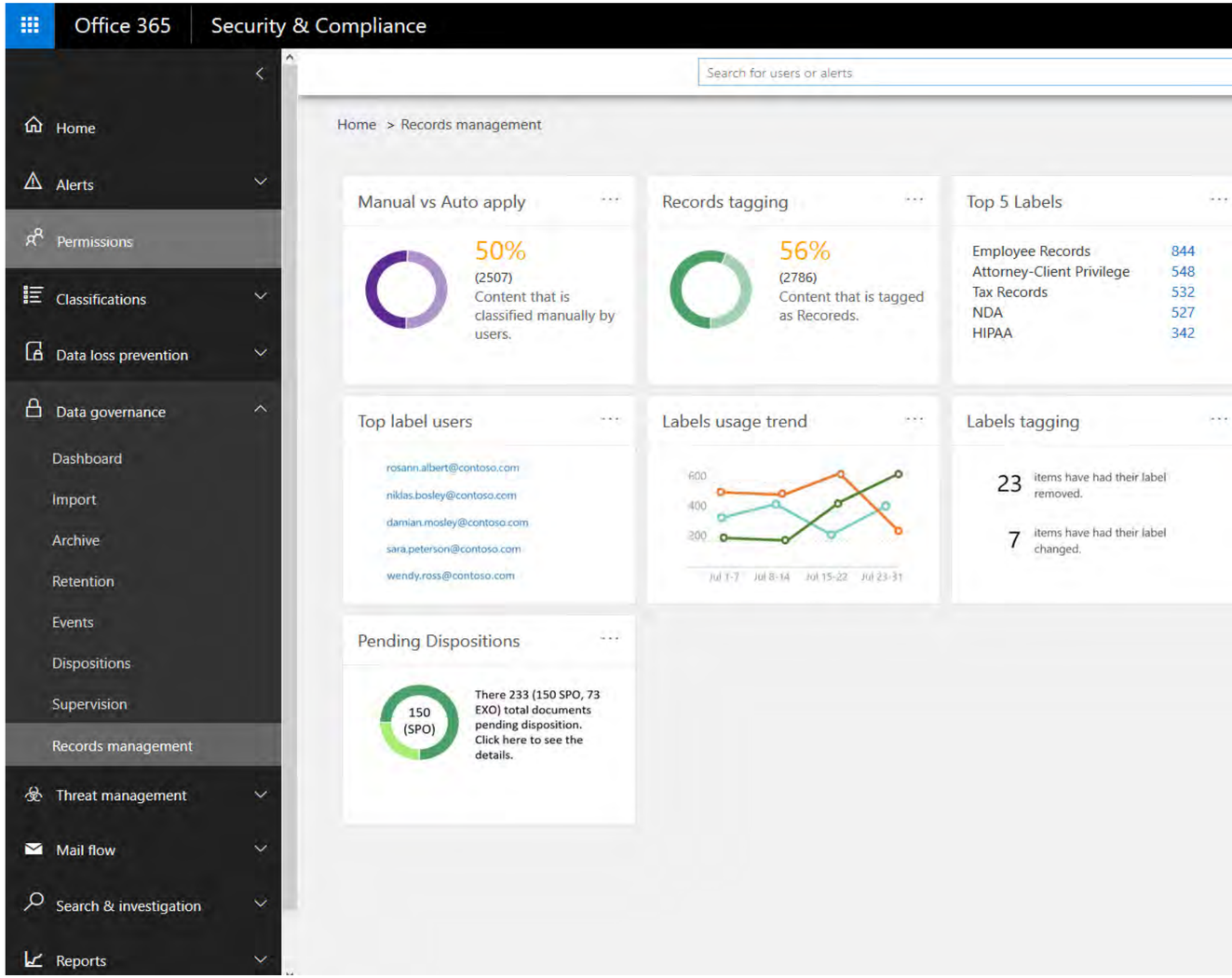
Outcome(s)

- The data is retained for 7 years, after which admin is notified for disposition.
- Users are notified when item reaches expiration date
- Etc.

Source: Microsoft

What is Lifecycle Management in Office 365?

- Data is automatically or manually classified
- When data is declared a ‘record’, it is permanently locked for editing
- Data is retained according to regulatory and business policies
- An unbreakable audit trail is created for accountability and eDiscovery
- Information is disposed automatically or via manual review once the retention period has ended



Source: Microsoft

How are labels and retention policies defined and configured?

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Demo

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Create a label to help users classify their content.

- Label name
- Settings
- Conditions for auto labeling
- Review your settings

Settings for labels applied to content (optional)

The settings on this page are for labels that will be applied to email or docs (automatically or by the user).

Protection

Encrypt labeled items, control sharing, and set up user and admin notifications.

On

- Block users from sending email messages or sharing documents with this label
- Show policy tip to users if they send or share labeled content
  (Default text) Customize policy tip text
- Send incident reports in email
- Advanced protection for content with this label
  Customize settings

Retention

Retain and/or delete labeled items and classify them as records.

On

When this label is applied to content...

Retain the content | For this long... | 7 | years

What do you want to do after this time?

- Delete the content automatically.
- Trigger a disposition review.
- Nothing. Leave the content as is.

Retain or delete the content based on

when it was created

Back | Next | Cancel

Create a label to help users classify their content.

- Label name
- Settings
- Conditions for auto labeling
- Review your settings

Settings for labels applied to content (optional)

What do you want to do after this time?

- Delete the content automatically.
- Trigger a disposition review.
- Nothing. Leave the content as is.

Retain or delete the content based on

when it was created

Use label to classify content as a "Record"

Advanced options

Add marking (watermark, header, footer), set up hierarchy (parent and child labels).

On

Label color

Black

Add a watermark
Customize text

Add a header
Customize text

Add a footer
Customize text

Append label to subject
Customize text

Add hierarchy

Back | Next | Cancel

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MOD

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OD

Office 365 Demos

Not followi

New | Upload | Quick edit | Share | Copy link | Sync | Download | Flow | ... | All Documents

Documents > DemoDocs > Demo For Manual Deposition

Name	Modified	Labels	Item is a Record
Reserch Memos	3 days ago	Memos	No
281Sample1.pdf	3 days ago	MarketingDocument	No
282Sample1.ppt	3 days ago	AJS Labels - use of CRS Ca	No
283Sample3.pdf	3 days ago	MarketingDocument	No
284Sample1.PNG	3 days ago	MarketingDocument	No
285Sample2.xls	3 days ago	AJS Labels - use of CRS Ca	No
286Sample1.txt	3 days ago	AJS Labels - use of CRS Ca	No
287Sample2.png	3 days ago	MarketingDocument	No
288Sample1.ppt	3 days ago	AJS Labels - use of CRS Ca	No
289Sample1.PNG	3 days ago	MarketingDocument	No
290Sample2.doc	3 days ago	AJS Labels - use of CRS Ca	No
Case for Orca	5 minutes ago	MarketingDocument	No

Office 365 | SharePoint | MOD Administrator

Search

Home
Notebook
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OD Office 365 Demos

Not following | Share

Download | Delete | Move to | Copy to | 4 selected

Documents > DemoDocs > Demo For Manual Deposition

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283Sample3.pdf	3 days ago	MarketingDocument	No
284Sample1.PNG	3 days ago	MarketingDocument	No
285Sample2.xls	3 days ago	AJS Labels - use of CRS Ca	No
286Sample1.txt	3 days ago	AJS Labels - use of CRS Ca	No
287Sample2.png	3 days ago	MarketingDocument	No
288Sample1.ppt	3 days ago	AJS Labels - use of CRS Ca	No
289Sample1.PNG	3 days ago	MarketingDocument	No
290Sample2.doc	3 days ago	AJS Labels - use of CRS Ca	No

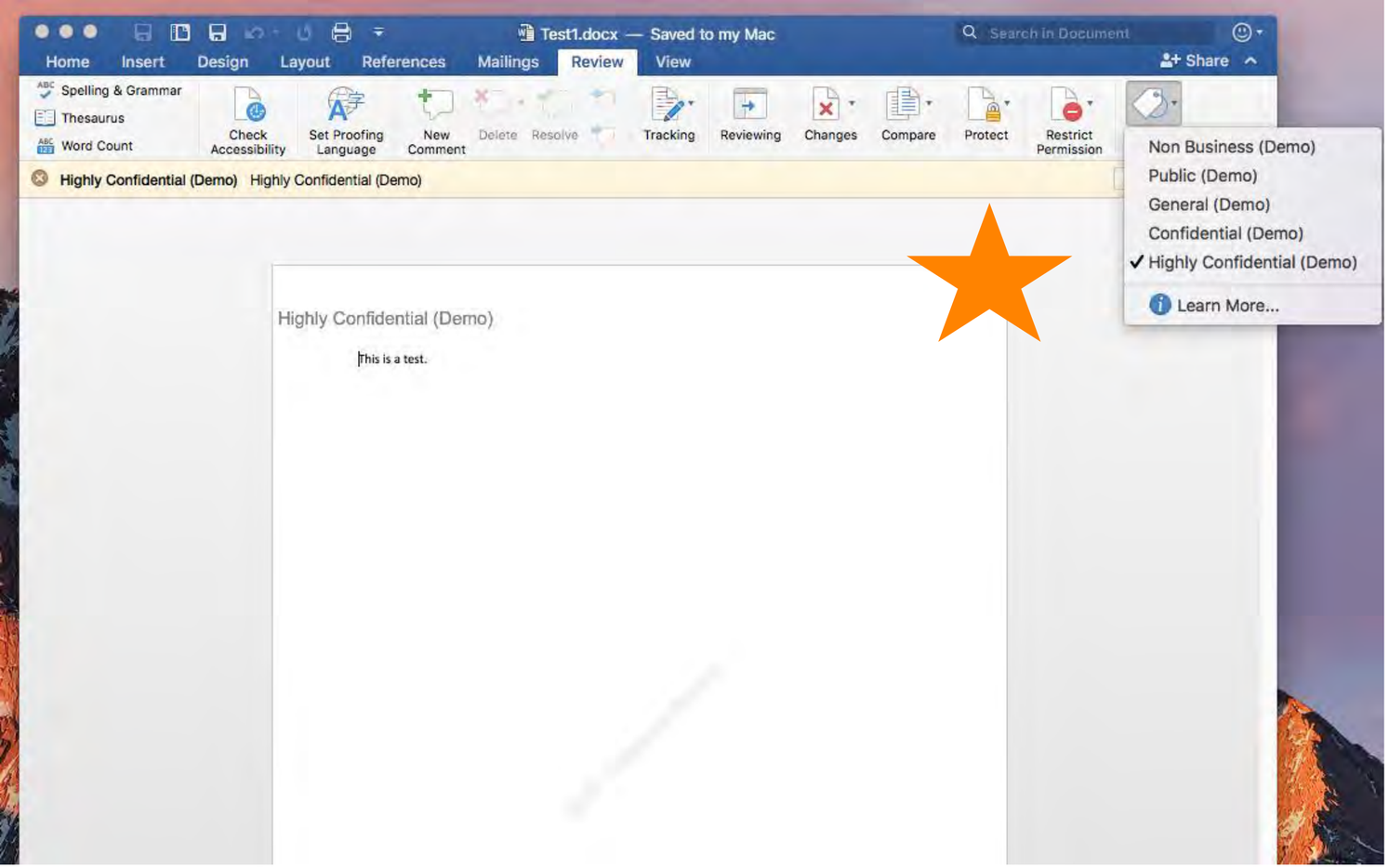
Filters

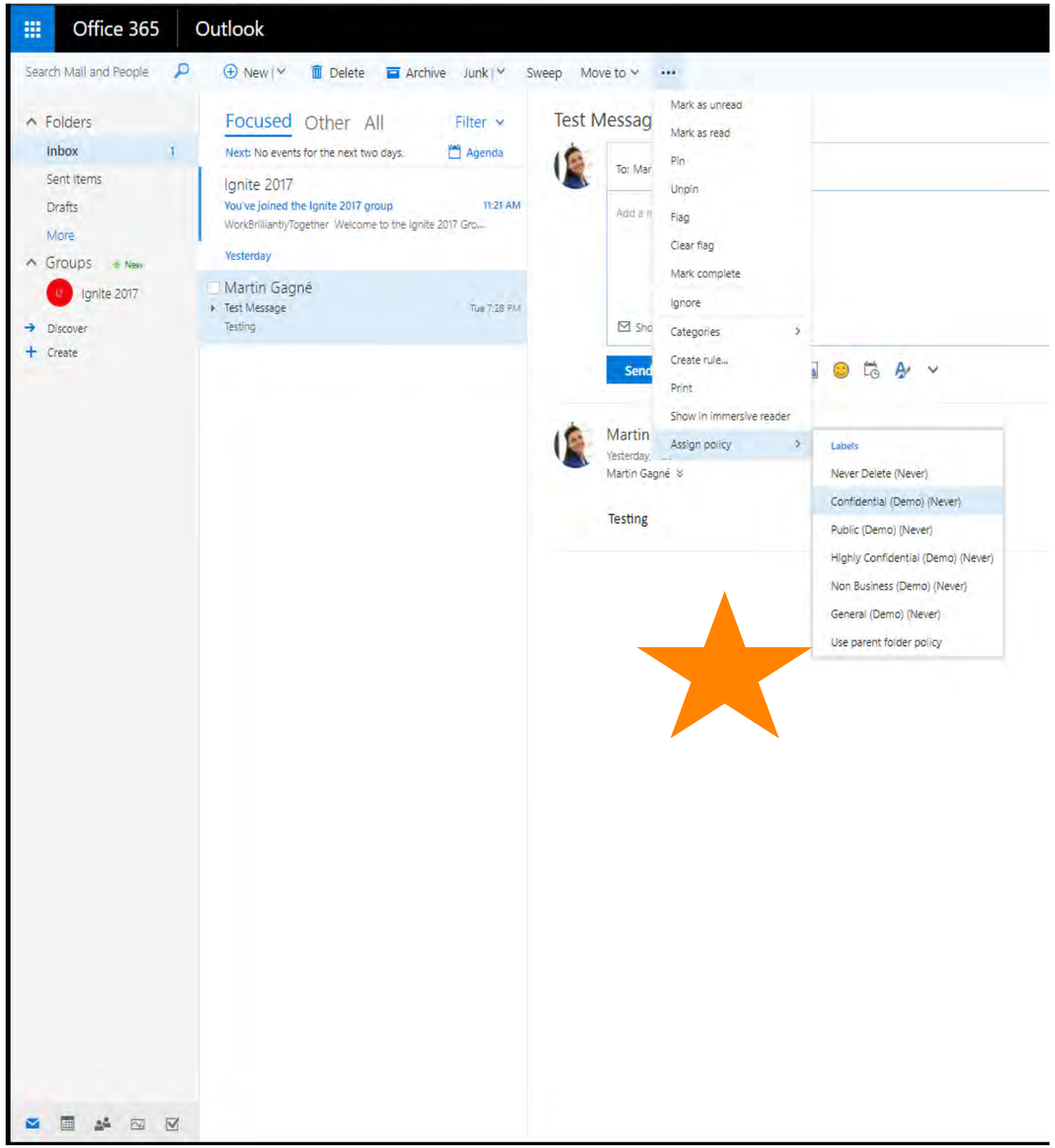
Modified since 2017
2017 Today
Select specific dates

Type
- png
- pdf
- PowerPoint
- Other
- Excel

See all

Labels
- MarketingDocument
- AJS Labels - use of CRS
- Memos


Test1.docx — Saved to my Mac
Search in Document
Home
Insert
Design
Layout
References
Mailings
Review
View
Share
Spelling & Grammar
Thesaurus
Word Count
Check Accessibility
Set Proofing Language
New Comment
Delete
Resolve
Tracking
Reviewing
Changes
Compare
Protect
Restrict Permission
Highly Confidential (Demo)
Highly Confidential (Demo)
Non Business (Demo)
Public (Demo)
General (Demo)
Confidential (Demo)
Highly Confidential (Demo)
Learn More...
Highly Confidential (Demo)
This is a test.


Office 365
Outlook
Search Mail and People
New
Delete
Archive
Junk
Sweep
Move to
Folders
Inbox
Sent Items
Drafts
More
Groups
Ignite 2017
Discover
Create
Focused
Other
All
Filter
Next: No events for the next two days.
Agenda
Ignite 2017
You've joined the Ignite 2017 group
11:21 AM
WorkBrilliantlyTogether Welcome to the Ignite 2017 Gro...
Yesterday
Martin Gagné
Test Message
Tue 7:28 PM
Testing
Test Messag
Mark as unread
Mark as read
Pin
Unpin
Flag
Clear flag
Mark complete
Ignore
Categories
Create rule...
Print
Show in immersive reader
Assign policy
Labels
Never Delete (Never)
Confidential (Demo) (Never)
Public (Demo) (Never)
Highly Confidential (Demo) (Never)
Non Business (Demo) (Never)
General (Demo) (Never)
Use parent folder policy
Martin
Martin Gagné
Testing

Demo

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What is Advanced Data Governance?

Advanced data governance enables organizations using O365 to achieve organizational compliance by intelligently leveraging machine assisted insights to find, import, classify, set policy and take action on the data that is most important to them. (Microsoft)

Source: Microsoft

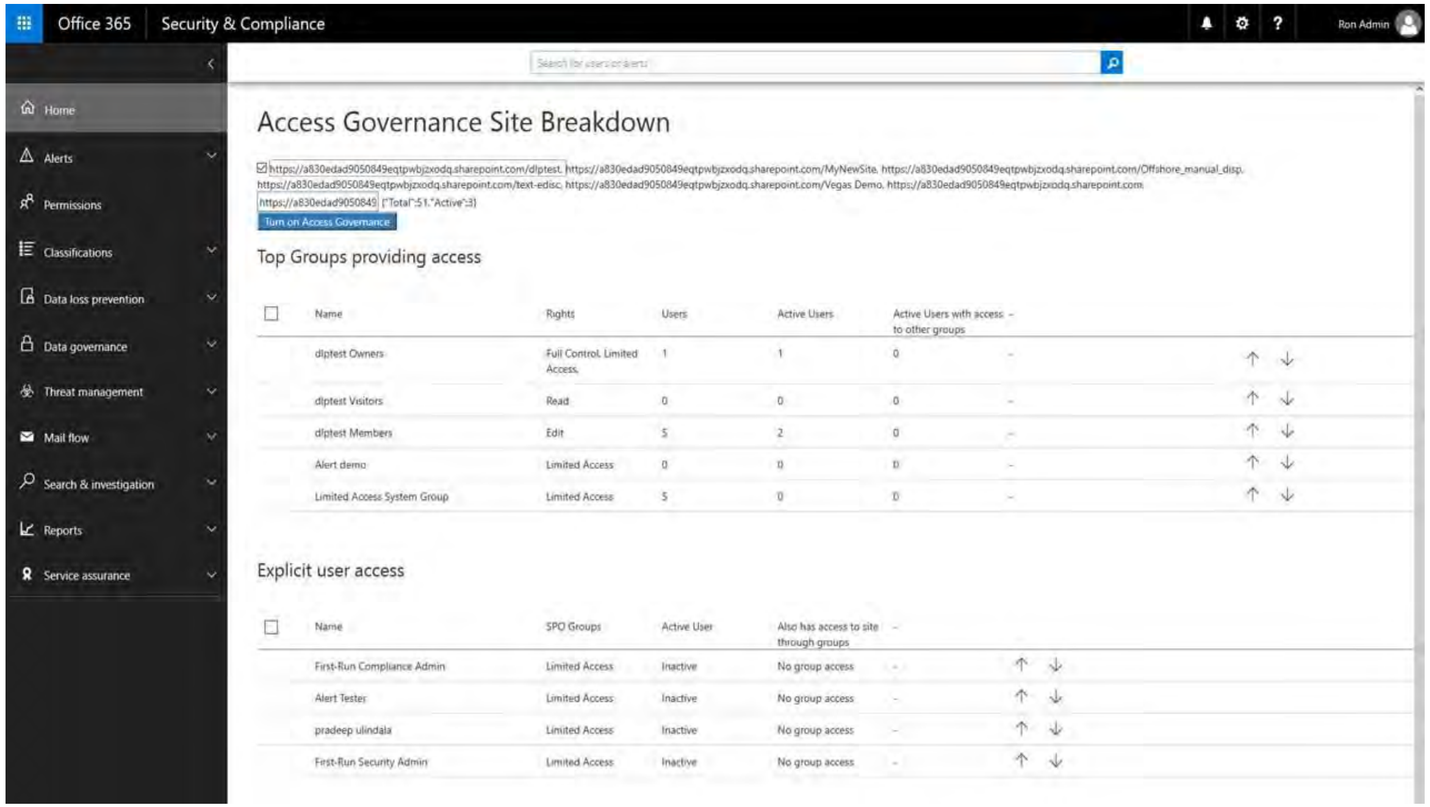
Microsoft's Roadmap for Data Governance in Office 365

Rolling out

- Event Based Retention is now available (April 2018)
- Retention for Microsoft Teams
- Microsoft Information Protection (MIP)

Planned

- Access governance
- Disposition review for email
- General Data Protection Regulation (GDPR)
- Supervision enhancements
- Records Manager dashboard

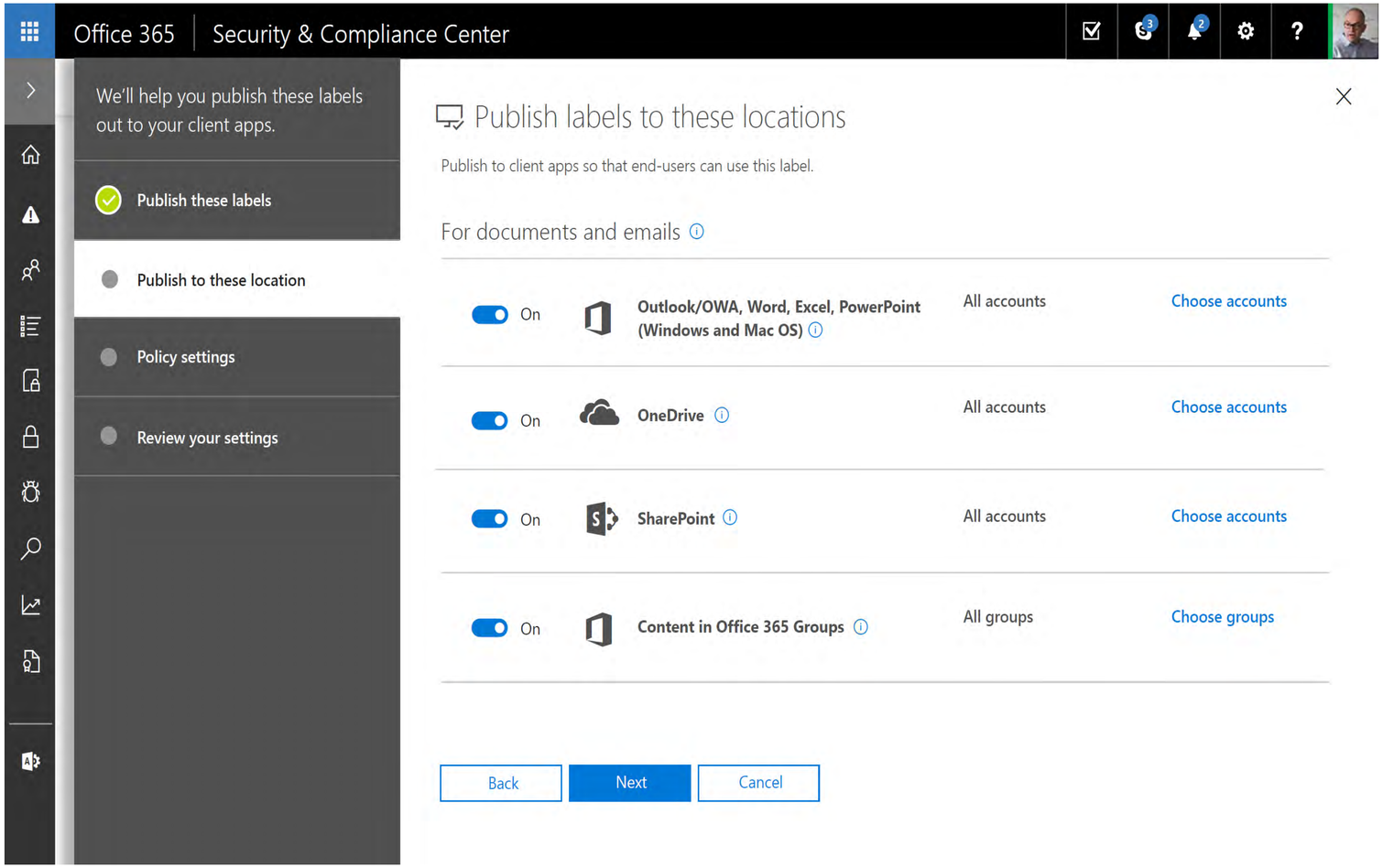


Source: Microsoft

What kinds of content can labels be applied to?

Data Governance in Office 365

- Labels in EXO, OD, SPO and Groups
- Apply Labels in Folders in Outlook Groups, and SPO & OD
- SPO Document Sets & Items
- Labels in Office



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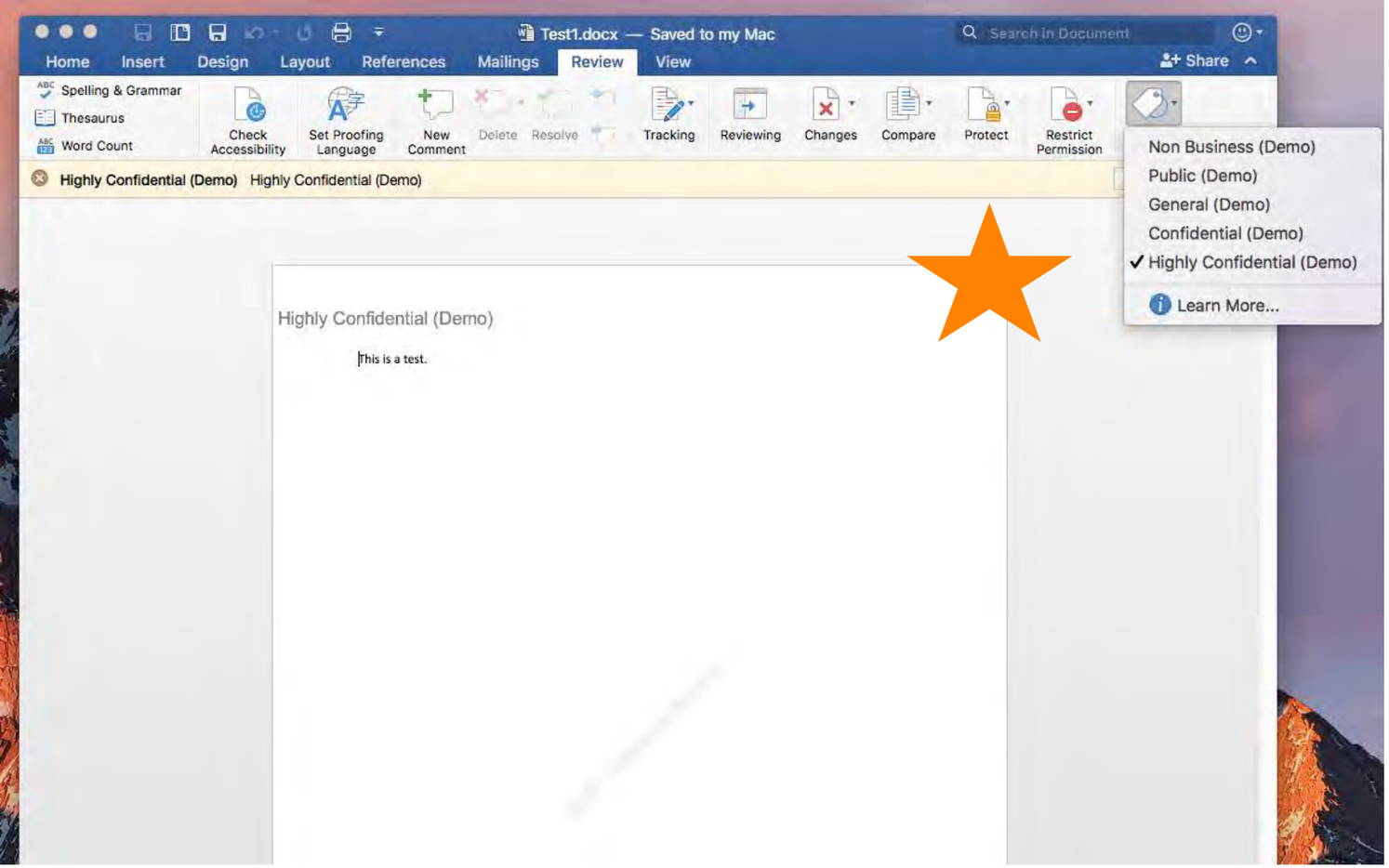
Test1.docx — Saved to my Mac
Search in Document
Home
Insert
Design
Layout
References
Mailings
Review
View
Share
Spelling & Grammar
Thesaurus
Word Count
Check Accessibility
Set Proofing Language
New Comment
Delete
Resolve
Tracking
Reviewing
Changes
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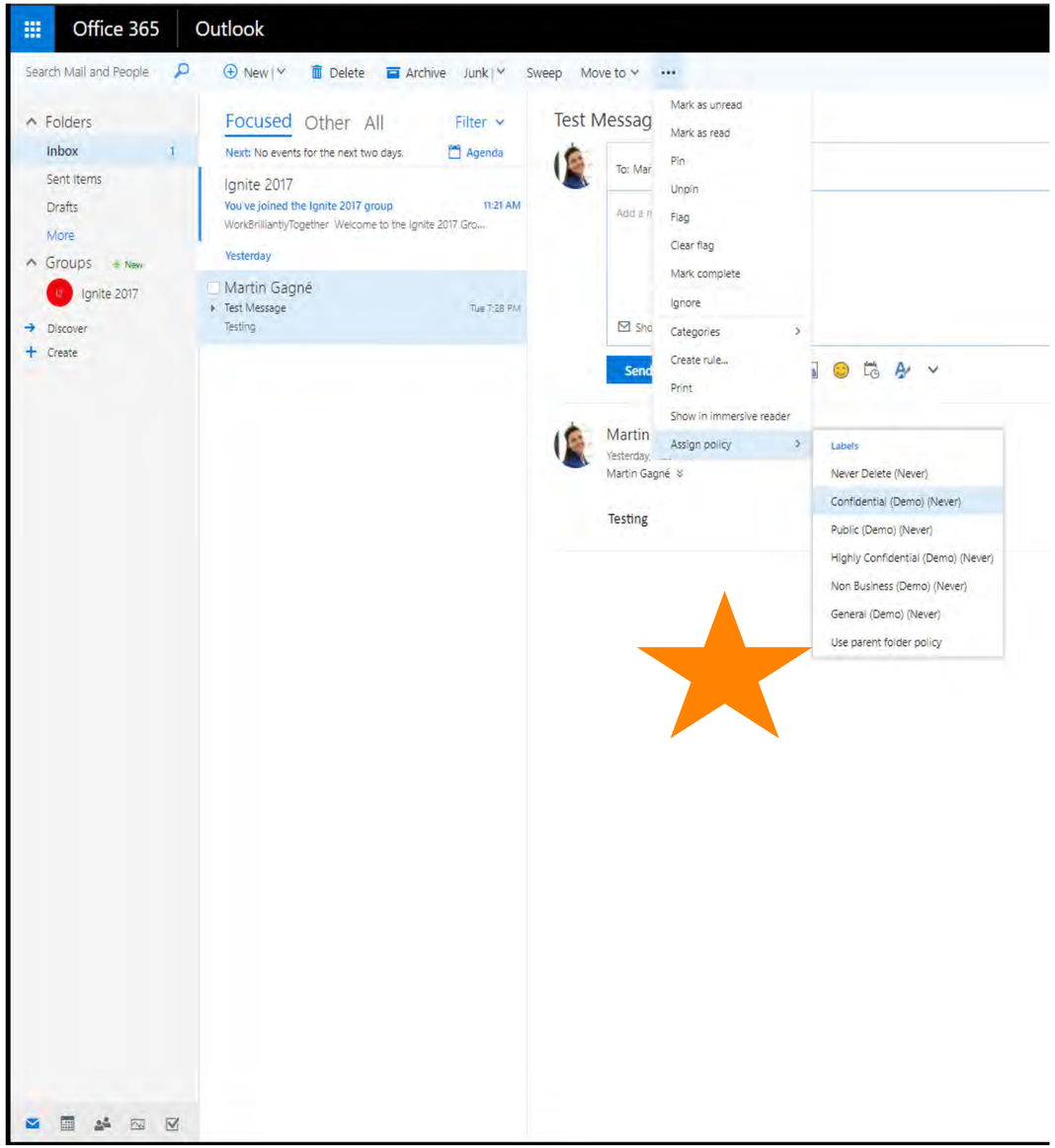
Office 365
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Martin
Martin Gagné
Testing

How do these differ from/complement SharePoint properties?

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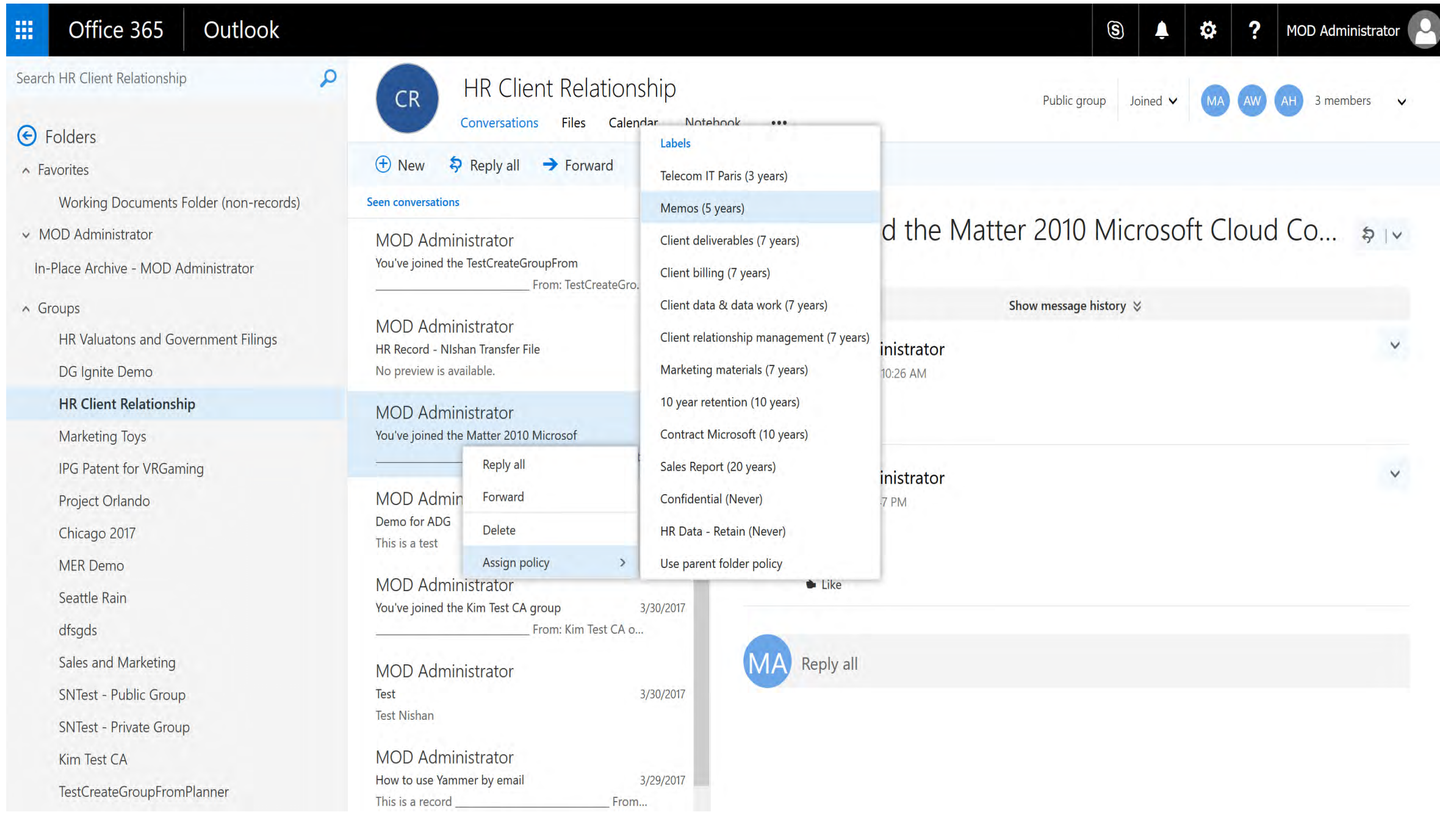
How do Labels Differ From SharePoint Properties?

- Labels look like properties in SharePoint, but…
- They are overarching tags visible in all O365 workloads including: Exchange Online, OneDrive, SharePoint Groups, Teams, Excel, Word and PowerPoint
- They provide a consistent experience for managing content lifecyles



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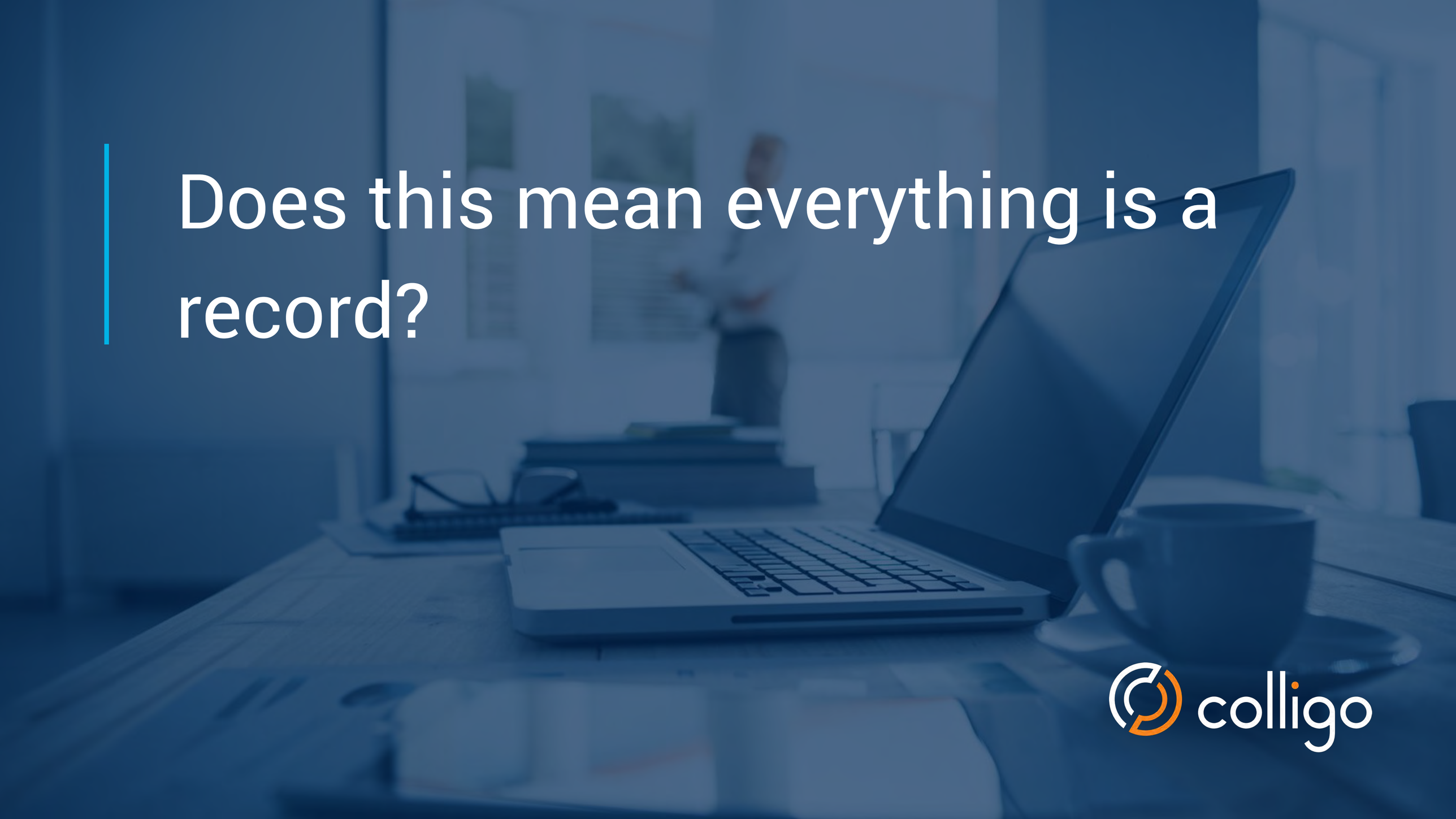
Does this mean everything is a record?
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Colligo Session BIZ ITPro

Advanced Data Governance in Office 365 with Labels

Monday, May 21st 3:00-4:00pm

Riyaz Lakhani
Director of Product

Tom Ng
Professional Services Manager

Q & A

- www.thorprojects.com/blog
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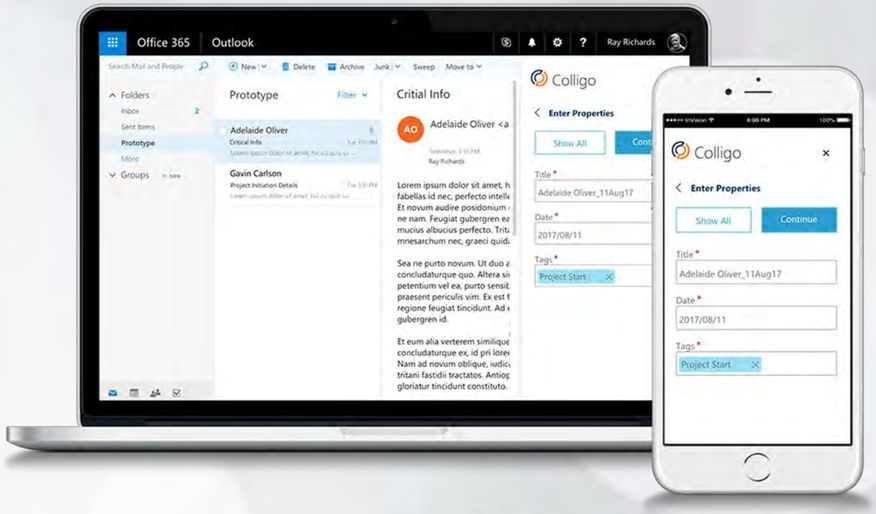
Colligo Email Manager for Office 365

The latest addition to the award-winning Colligo Engage platform.



To request a demo please visit

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Thank You!
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