

SharePoint for Government: How to Comply with Mandated Records Management Requirements

October 31, 2017



Host

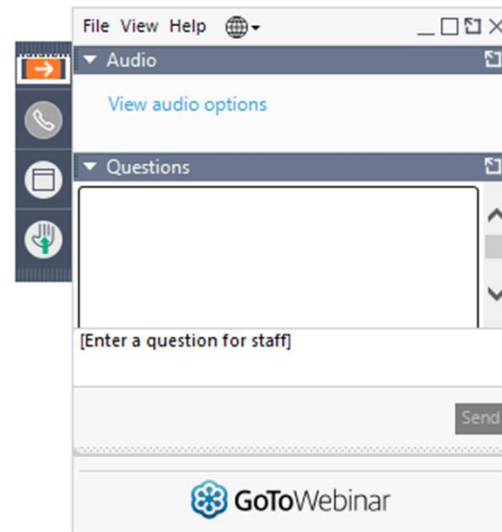


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Questions



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Agenda

- Meeting Regulatory Mandates
- Common Perspective
- Records & Information Management
- SharePoint Advantages for RIM
- Extending SharePoint for Email Records Management
- How One Federal Agency Reduced the Cost to Respond to FOIA Requests by \$4 Million

Speakers



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Meeting Mandates



NATIONAL
ARCHIVES

Major Mandates

M-14-16

M-12-18

M-17-22

“Managing Government Records,” defined as “Improving records management [to] improve performance and promote openness and accountability by better documenting agency actions and decisions.” – 44 USC 3101

Other Authorities

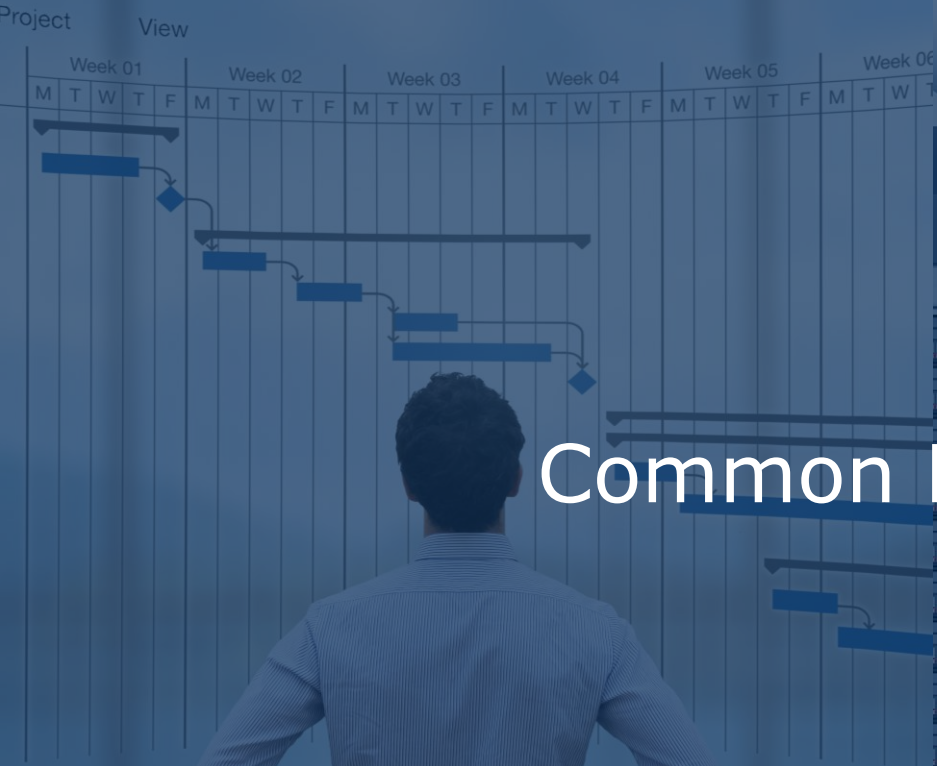
Federal Records Act

Paperwork Reduction Act

Organization Specific Authorities

- Records Management by Federal Agencies: 44 U.S.C. Chapter 31
- Freedom of Information Act (FOIA):
5 U.S.C. § 552
- Other organization specific





Common Perspective



A man with grey hair, wearing a dark suit jacket over a light-colored button-down shirt, is standing in a meeting room. He is holding a blue pen and writing on a whiteboard. In the background, two other people, a woman and a man, are looking towards the whiteboard. The entire scene is overlaid with a semi-transparent blue filter. The text "RIM is a Program" is centered over the image.

RIM is a *Program*

RIM is not a *Project*





Records & Information *Management*

Create/Receive

Maintain/Use

Archive/Destroy

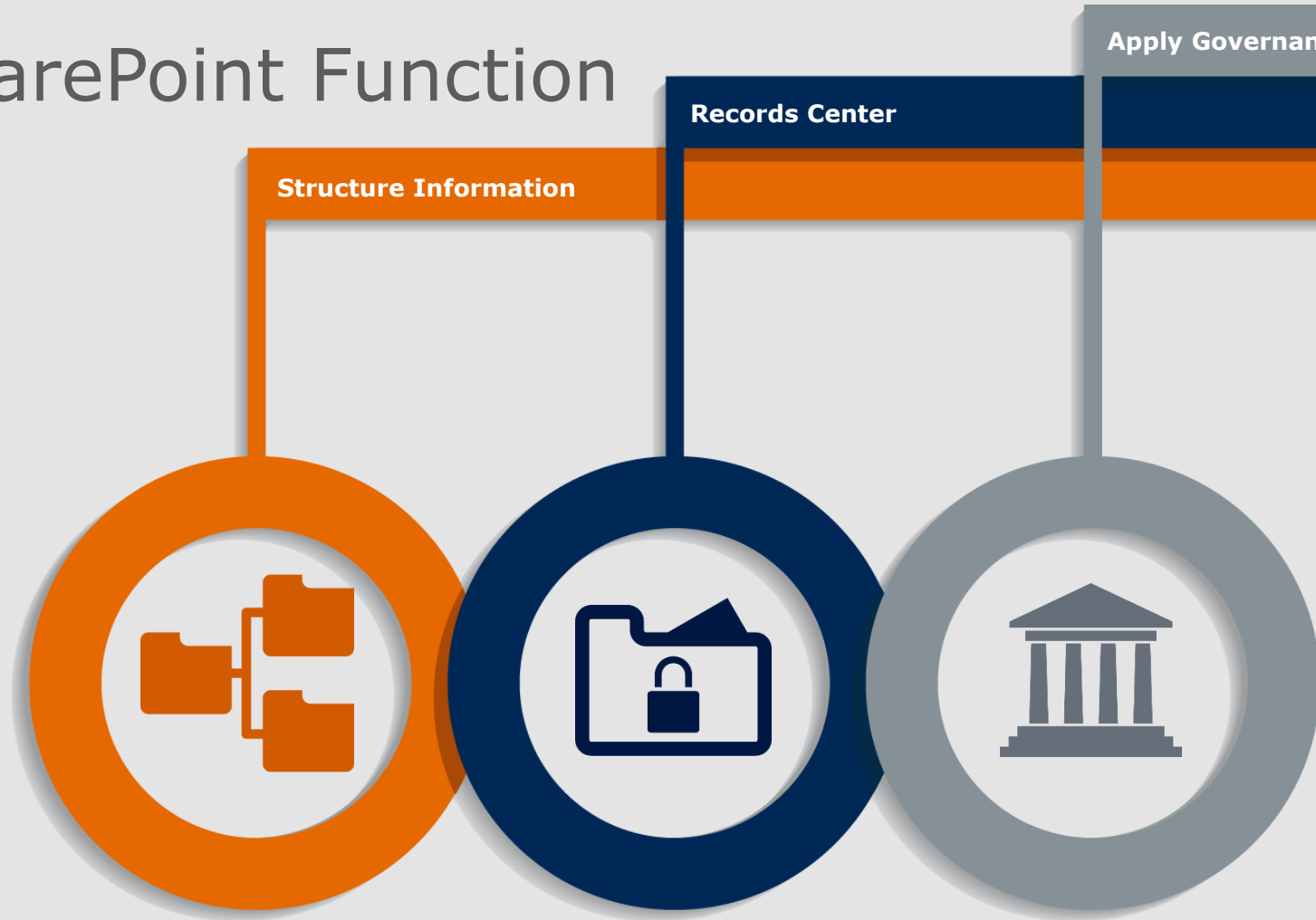
RIM Lifecycle



A man in a dark suit stands with his back to the camera, looking at a row of server racks in a data center. The racks are filled with server units, each with multiple drive bays. The scene is lit with overhead fluorescent lights, and the floor is highly reflective. A semi-transparent blue horizontal band is overlaid across the middle of the image, containing the text.

Data Storage is not Management

SharePoint Function



Custom Software

Why do some compliance efforts cost so much?

Cost Drivers

- Customization is expensive and risky
- Deployment and maintenance costs
- Project delays result in opportunity cost
- Achieving 100% adoption is difficult



SharePoint

Extend SharePoint to drive down costs!

Cost Drivers

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Mitigation Strategy

- Manage records and business processes
- Little to no code necessary
- Out-of-the-box 72 of 168 of DoD 5015.2
- Extend with apps to drive adoption

SharePoint Update from Microsoft

SharePoint and OneDrive cloud momentum

250_k
Organizations

85%
Of Fortune 500

60%
Of all seats online

90%
Growth in active users

300%
Growth in data stored



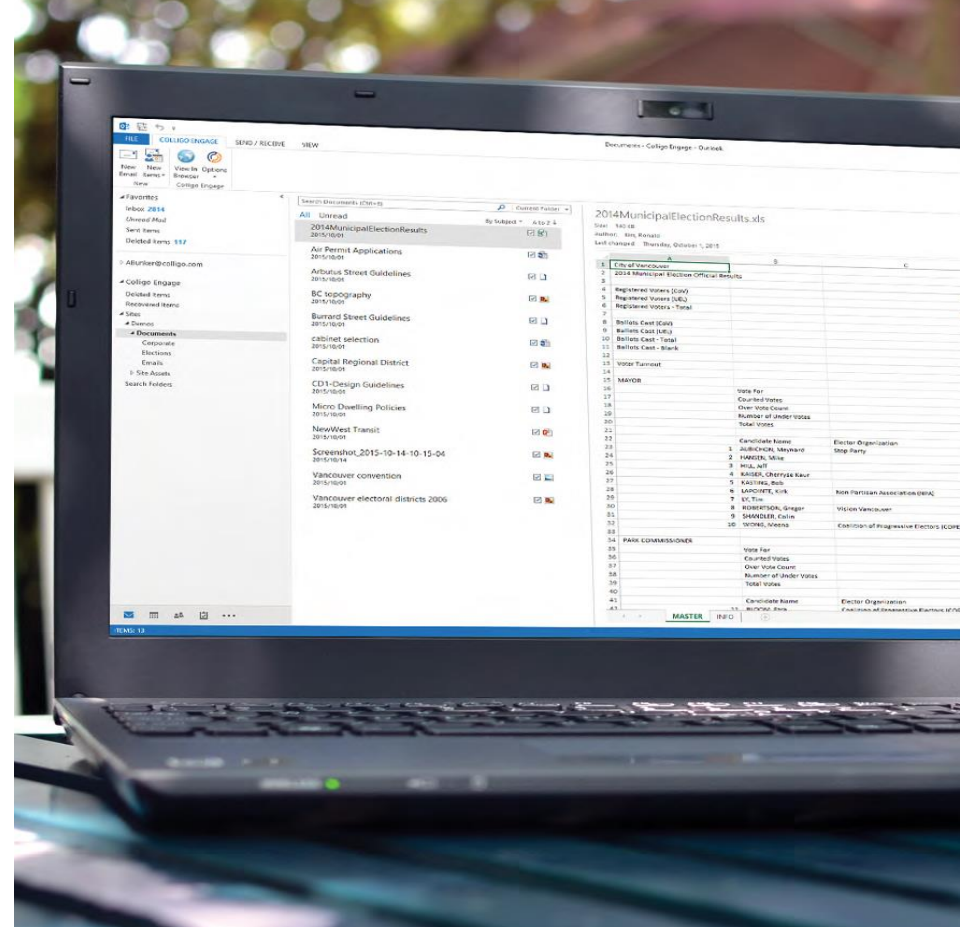
Outlook Has Extremely High Adoption



Colligo Email Manager for Outlook

Integrate SharePoint Within Outlook

- Access SharePoint in Outlook
- File emails to SharePoint
- Share links, not attachments
- Capture email metadata
- Tag using custom metadata
- Search across platforms





“Deploying the Colligo solution at our client site across all business units was about the easiest development task of all of the services we provide. The out-of-the box installation, ease of integrating into government systems, and minimal training requirements made this one of the fastest deliverable solutions that NEOSTEK offers our customers.”

Amina Elgouacem, CEO, NEOSTEK

Colligo Console – Email Dashboard

Track Metrics for Success

- Identify process relevant metrics (save, read, access)
- Track at the team, employee, device & document level
- Monitor trends over time
- Discover compliance issues



Compliance Challenges

Meeting the email records mandates of the Managing Government Records Directive, M-12-18?

US Federal Agency Challenges

- FOIA requests result in manual process
- Dispersed data cause findability issues
- Lack of email metadata
- Compromised public trust



Freedom of Information Act
2000

Colligo Solution

Extend SharePoint to drive down costs!

US Federal Agency Challenges

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Benefits with Colligo Engage

- Simplified record capture in Outlook
- Centralized email records in SharePoint
- Automated email metadata capture
- Radically improved search capabilities

US Federal Agency

Reduced time to respond to complex FOIA requests from 160 hours to 1 hour—\$4 million savings

Achieved 100% user adoption of the new email record management process

Now compliant with Federal RIM Program Maturity Model and Universal Electronic Records Management Requirements



End-to-End Records Management Solutions for SharePoint

Meet the Team

SharePoint Symposium, Washington DC

Booth #411 | Nov 8-9

