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Mastering Records Management in a New World



**It's always good to start
with a story...**

 **#shifthappens**

Prime Minister's Department loses secret files

Cabinet files: prime minister's department admits it lost secret papers

Department chief Martin Parkinson confesses the confidential papers went missing from his section

Top secret Australian government files found in secondhand shop

Hundreds of documents were in filing cabinets bought for 'small use they had no key

The Cabinet Files: How classified documents were found at a Canberra second-hand shop

Deep Drawers: The embarrassing saga of Australia's filing-cabinet leaks



**What does the records
management *shift* look
like?**

Big Changes

Physical Records



eDRMS



ECM





How can we *shift* to this
new world?

←#shifthappens

3 Easy Changes



A change in definitions



Manage from the point of capture



Remove user burden

Definitions are changing



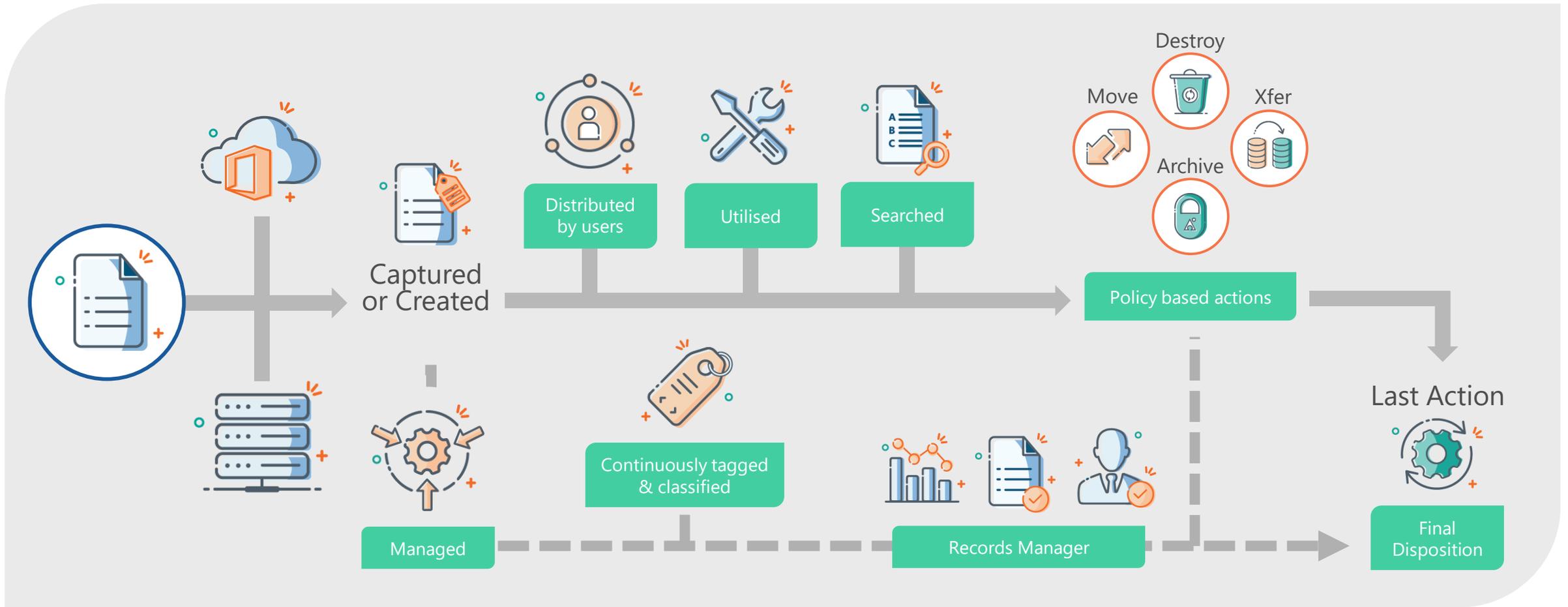
Document

VS



Record

Redefining Information Management



The 'illusion' of freedom



Allowing users to work **how they want to** without knowing they are working **how you want them to.**

The Office 365 Shift



Must-haves for a records solution...



Defining Classifications

Associating outcomes with Classifications

Deploying Classifications & Outcomes to relevant locations

Classifying Content

Reporting and auditing

Centralized definition of file classifications

Retain/Expire/Export according to **policy**

Classification branches available to **appropriate** audiences

Ensure accuracy while **minimizing** the burden on end users

Monitor, audit and **prove** compliance



O365 Native Considerations

One label, one outcome

Limited criteria and triggers

No hierarchy for file plans

Different license options

Limited audit trail retention

No export

No hybrid

No physical records

Recommended Reading

Assess the Features and
Choose the Right Strategy
for Records Management in
Office 365

Mike Cox, Gartner 10 April 2018

In-Depth Assessment of
Microsoft SharePoint Online
with Office 365 for
Document and Records
Management

Mike Cox, Gartner 1 February 2018



Shifting Records
Management to a new era

←#shifthappens



Business Classification Management

Define a set of terms and how these terms can be applied to content to facilitate capture, retrieval, maintenance, disposal, and preservation of SharePoint records.

- » Term Management
- » Term Synchronisation
- » SharePoint Settings



Business Rule Management

Define business rules and actions to enable disposal and preservation activities.

- » Rule Management
- » Disposal Activity Management
- » Manual Approval Settings



Report Center

Configure and view reports to gain a comprehensive understanding of the records, terms and business rules in your environment.

- » Content Due for Disposal Report
- » Term Usage Report
- » Rule Usage Report
- » Administrator Audit Report
- » Creation and Destruction Report
- » Available Space Report



Physical Item Management

Manage physical items in SharePoint and generate reports in AvePoint Records.

- » Location Management
- » Location Synchronisation
- » File Location Update
- » Box Management
- » Physical Item Import



Classification & Taxonomy



Retention & Disposal



Audit & Reporting



Physical Records

O365 Native Considerations

Multiple Outcomes to single labels

Use any metadata as disposition criteria – event or date based

Full hierarchical file plan

One license for all features

Hold audit history as long as you hold the record

Export into multiple long term preservation formats

Support for on-premises, hybrid or cloud

Supports electronic and physical records

A real world *Shift*

| Level 1 Term | Level 2 Term | Disposal Class | Criteria | Outcome | Manual Approval Location/ Rule | O365 Artefact |
|---------------------|------------------------|----------------|---|---|--------------------------------|---------------|
| COMMUNITY RELATIONS | | 20443 | Modified After 7 Years | Destroy Retain Metadata Stub | Rule | Team |
| COMMUNITY RELATIONS | Donations | 20439 | Modified After 15 Years Last Accessed after 3 years | Declare Record Update Metadata (Transfer Date) Transfer to Archives | Rule | Team |
| COMMUNITY RELATIONS | Events & Presentations | 20439 | Modified After 7 Years Last Accessed after 3 years | Destroy Retain Metadata Stub | Rule | Team |
| COMMUNITY RELATIONS | Events & Presentations | 20439 | Modified After 15 Years Last Accessed after 3 years Significant Event = Yes | Declare Record Update Metadata (Transfer Date) Transfer to Archives | Rule | Team |
| COMMUNITY RELATIONS | Media Relations | 20439 | Modified After 15 Years Last Accessed after 3 years | Declare Record Transfer Date Metadata Transfer to Archives | Rule | Team |

A real world shift

- Hierarchical file plan
- Multiple criteria/triggers in disposition rules
- Multi stage lifecycle – declare record – destroy – transfer
- Requirement to export to formal long term preservation format
- Retain metadata stubs following disposal (defensible destruction)
- Retention of audit trails as long as retention of records
- Requirement to manage physical records

Shift to stealth mode



Redefine

Think in a new way

Realign

Put records management
where users work

Realize

Benefits of hidden records
management

Above all things, make it better.



thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكراً

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ໜ້າຄຸນຄຳ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дякую

Ďakujem

ευχαριστώ