



Transform the way you store, find, govern, and use enterprise content

Challenges

Understanding Existing Content

FSSD's content spanned several repositories including SharePoint 2010 and File Shares. Migrating these repositories to Microsoft 365 required careful analysis of the content to identify Redundant, Obsolete, and Trivial (ROT) content, and to determine the appropriate target sites/libraries.

Taxonomy

The content repositories had little to no taxonomic structures or metadata. The challenge was to design and deploy an enterprise taxonomy in Microsoft 365 to meet FSSD's search and records management requirements. Content classification using SharePoint Syntex will further enhance these capabilities.

Migration

Documents in legacy repositories were unmanaged leading to issues with search, increasing storage requirements, and making it impossible to manage the lifecycle of documents in a consistent manner. Once in Microsoft 365, documents can be identified against USD's Retention Schedule and managed using ADG and policies.

Content Lifecycle/Records Management

The SharePoint 2010 implementation was devoid any real content governance. The new enterprise taxonomy and retention policies were implemented to align with FSSD's Retention Schedule. Additionally, role-based OneDrive and Exchange retention policies were configured to align with NARA's Capstone approach.

Project and Change Management

The 100% remotely-delivered project was managed using an M365-based project portal to house all project artifacts including the Project Online project plan and recorded Microsoft Teams meetings. As users were new to M365, virtual training and knowledge transfer were provided via Microsoft Teams.

Case Study Summary

Fairfield-Suisun Sewer District (FSSD) serves more than 135,000 residential, commercial and industrial customers in central Solano County, about 40 miles northeast of San Francisco. It owns and operates a system of sanitary sewers and pumping stations; and oversee wastewater collection and treatment, water recycling and stormwater management services.

With documents in on-premises repositories including a past-end-of-life SharePoint 2010 environment and File Shares, FSSD engaged ShareSquared to migrate its content to Microsoft 365 and implement a comprehensive records management solution. ShareSquared's taxonomy package, with over 70 prebuilt Content Types, was used to jump-start the design and deployment of an enterprise taxonomy. The modern site structures, Branding, Taxonomy, Web parts and Add-ons were deployed using ShareSquared's Portal Deployment Utility. The migration included the implementation of an enterprise taxonomy, a comprehensive records management solution, and content classification.

"Implementing a holistic records management solution on Microsoft 365 helped us to comply with regulatory requirements and mitigate risk, as well as to enhance internal collaboration and productivity."

Meg Herston

Director of Environmental Services



Results and Outcomes

- Content resides solely in M365 vs. in unmanaged, siloed repositories
- Content is managed against the records retention schedule and deleted when no longer needed
- Records are destroyed in accordance with legal, regulatory, and organizational policies
- Legacy content repositories including SharePoint 2010 can be decommissioned
- Content findability greatly improved with the implementation of an enterprise taxonomy and content classification
- Internal team collaboration and sharing has significantly increased
- Remote workers have 24/7 access to the M365 solution
- M365's adaptive and responsive design yielded a solution that is mobile friendly

Strategy and Solution Components

Foundation



Discovery and Analysis

- Inventory and analyze content sources
- Identify ROT
- Document regulatory requirements



Design

- Architecture design and planning
- Develop governance policy
- Taxonomy and retention policies



Deployment

- Modern site structures
- Taxonomy and retention policies
- Microsoft Teams

Content



Content Migration

- SharePoint 2010
- File Shares



Feature Implementation

- Board Agenda Solution
- Custom branding and web parts
- Content Classification

Adoption



Change Management

- Envisioning sessions
- Context Sensitive Training System
- Knowledge transfer and training



Transform the way you store, find, govern, and use enterprise content

www.ShareSquared.com

800.445.1279

ShareSquared specializes in O365-based Content Services solutions including Intranet/Extranet Portals, Enterprise Content and Records Management, file-share and legacy ECM content migrations, and process automation/workflow. Our expertise includes planning, design, governance, taxonomy, branding, workflow, integration, BI, and custom development.

Fairfield Suisun Sewer District Project Visuals

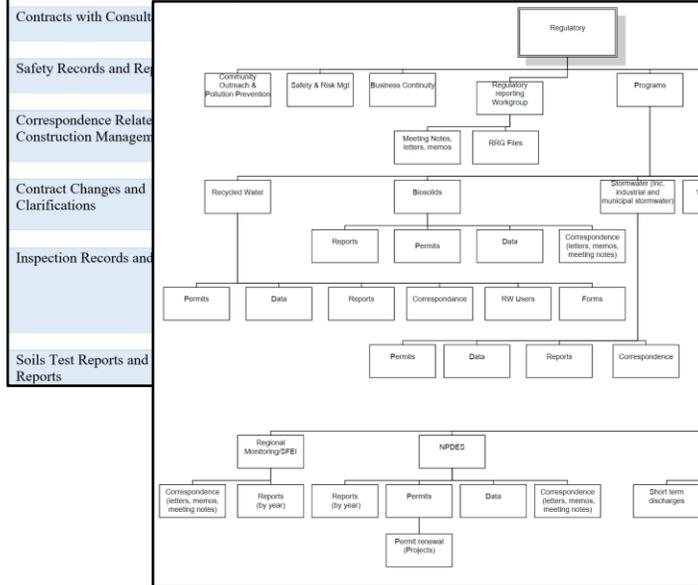


Records Retention Schedule

Construction Management	<i>(Includes capital, major maintenance, reclaimed water, collection system and drainage maintenance projects)</i>	
Planning and Engineering	Contracts with consultants, correspondence, meeting minutes, project status reports for Board, plans, specifications, reports, easement preparation, permits including environmental permits	Project completion + 10
Planning and Engineering	Technical memoranda, predesign reports, technical reports	Indefinite
Bid Sets	Plans and Specs used for bidding but not construction	Project Completion + 1
Bids	Bids and rejected bids	Project completion + 10
Awards of Contract		Project completion + 10

M365 Portal Creation Workbook

Managed Metadata										Records Management									
Item ID	Item Name	Item Type	Item Status	Item Location	Item Availability for Tagging	Item Includes Children	Item File From	Item Process	Item Retention	Item Description	Item Authority	Item Keep	Item Units	Item Item	Item Action				
1	Construction Management-Awards of Contract	Document Types	No	Construction Management-Awards of Contract	Yes	CO006	No	CO006	10 Years	Bids and rejected bids	Yes	10 Years	FS502e-dofForm	Destroy					
2	Construction Management-Bids	Document Types	No	Construction Management-Bids	Yes	CO007	No	CO007	10 Years	Potential changes, change orders, requests for clarification, minor changes and clarifications	Yes	10 Years	FS502e-dofForm	Destroy					
3	Construction Management-Contract Changes and Clarifications	Document Types	No	Construction Management-Contract Changes and Clarifications	Yes	CO008	No	CO008	10 Years	Confirmed specifications, record drawings, as-built, equipment O&M manuals, and all	Yes	9999 Years	FS507e-dofForm	Retain					
4	Construction Management-Contract Close Out	Document Types	No	Construction Management-Contract Close Out	Yes	CO009	No	CO009	10 Years	Correspondence with contractors, consultants, and general correspondence. Meeting minutes	Yes	10 Years	FS502e-dofForm	Destroy					
5	Construction Management-Contractor Submittals	Document Types	No	Construction Management-Contractor Submittals	Yes	CO010	No	CO010	10 Years	Contractor daily reports, certified payrolls, consultants' field reports, certificate of completion	Yes	10 Years	FS502e-dofForm	Destroy					
6	Construction Management-Contracts with Consultants	Document Types	No	Construction Management-Contracts with Consultants	Yes	CO011	No	CO011	10 Years	Construction Management-Inspection Records and Reports	Yes	10 Years	FS502e-dofForm	Destroy					
7	Construction Management-Correspondence	Document Types	No	Construction Management-Correspondence	Yes	CO012	No	CO012	10 Years	Construction Management-Planning and Engineering	Yes	9999 Years	FS507e-dofForm	Retain					
8	Construction Management-Inspection Records and Reports	Document Types	No	Construction Management-Inspection Records and Reports	Yes	CO013	No	CO013	10 Years	Construction Management-Planning and Engineering	Yes	10 Years	FS502e-dofForm	Destroy					
9	Construction Management-Photographs and Videos	Document Types	No	Construction Management-Photographs and Videos	Yes	CO014	No	CO014	10 Years	Construction Management-Planning and Engineering	Yes	10 Years	FS502e-dofForm	Destroy					
10	Construction Management-Planning and Engineering	Document Types	No	Construction Management-Planning and Engineering	Yes	CO015	No	CO015	10 Years	Construction Management-Planning and Engineering	Yes	10 Years	FS502e-dofForm	Destroy					
11	Construction Management-Planning and Engineering	Document Types	No	Construction Management-Planning and Engineering	Yes	CO016	No	CO016	10 Years	Construction Management-Planning and Engineering	Yes	10 Years	FS502e-dofForm	Destroy					
12	Construction Management-Primary Notices and Stop Notices	Document Types	No	Construction Management-Primary Notices and Stop Notices	Yes	CO017	No	CO017	10 Years	Construction Management-Progress Payments	Yes	10 Years	FS502e-dofForm	Destroy					
13	Construction Management-Progress Payments	Document Types	No	Construction Management-Progress Payments	Yes	CO018	No	CO018	10 Years	Construction Management-Purchase of Equipment	Yes	10 Years	FS502e-dofForm	Destroy					
14	Construction Management-Purchase of Equipment	Document Types	No	Construction Management-Purchase of Equipment	Yes	CO019	No	CO019	10 Years	Information related to the purchase of equipment that is part of the project, but outside of the project	Yes	10 Years	FS502e-dofForm	Destroy					
15	Construction Management-Record Plans and Specifications	Document Types	No	Construction Management-Record Plans and Specifications	Yes	CO020	No	CO020	10 Years	Confirmed specifications, record drawings, as-built	Yes	9999 Years	FS502e-dofForm	Destroy					
16	Construction Management-Safety Records and Reports	Document Types	No	Construction Management-Safety Records and Reports	Yes	CO021	No	CO021	10 Years	Construction Management-Soil and Pile Test Reports	Yes	10 Years	FS502e-dofForm	Destroy					
17	Construction Management-Soil and Pile Test Reports	Document Types	No	Construction Management-Soil and Pile Test Reports	Yes	CO022	No	CO022	10 Years	Finance-Accounting	No	10 Years	FS502e-dofForm	Destroy					
18	Finance-Accounting	Document Types	No	Finance-Accounting	Yes	FI001	No	FI001	10 Years	Finance-Accounting-Reports	Yes	10 Years	FS502e-dofForm	Destroy					
19	Finance-Accounting-Reports	Document Types	No	Finance-Accounting-Reports	Yes	FI002	No	FI002	10 Years	Finance-Accounting-Supporting Reports	Yes	10 Years	FS502e-dofForm	Destroy					
20	Finance-Accounting-Supporting Reports	Document Types	No	Finance-Accounting-Supporting Reports	Yes	FI003	No	FI003	10 Years	Finance-Accounting-Payable	Yes	6 Years	FS507e-dofForm	Retain					
21	Finance-Accounting-Payable	Document Types	No	Finance-Accounting-Payable	Yes	FI004	No	FI004	10 Years	Finance-Accounting-Payable-Paid Invoices	Yes	7 Years	FS507e-dofForm	Retain					
22	Finance-Accounting-Payable-Paid Invoices	Document Types	No	Finance-Accounting-Payable-Paid Invoices	Yes	FI005	No	FI005	7 Years	Finance-Accounting-Payable-Reports	Yes	7 Years	FS507e-dofForm	Retain					
23	Finance-Accounting-Payable-Reports	Document Types	No	Finance-Accounting-Payable-Reports	Yes	FI006	No	FI006	7 Years	Accounts payable reports (includes invoice payment selections, check registers, W-9, E	Yes	4 Years	FS507e-dofForm	Retain					
24	Accounts payable reports (includes invoice payment selections, check registers, W-9, E	Document Types	No	Accounts payable reports (includes invoice payment selections, check registers, W-9, E	Yes	FI007	No	FI007	4 Years	Accounts receivable processing (includes billing for fees, interest, utilities, ground	Yes	4 Years	FS507e-dofForm	Retain					
25	Accounts receivable processing (includes billing for fees, interest, utilities, ground	Document Types	No	Accounts receivable processing (includes billing for fees, interest, utilities, ground	Yes	FI008	No	FI008	4 Years	Retiree Health/OP&B	Yes	6 Years	FS507e-dofForm	Retain					
26	Retiree Health/OP&B	Document Types	No	Retiree Health/OP&B	Yes	FI009	No	FI009	6 Years	Issued documents and all supporting work papers	Yes	10 Years	FS502e-dofForm	Destroy					
27	Issued documents and all supporting work papers	Document Types	No	Issued documents and all supporting work papers	Yes	FI010	No	FI010	10 Years	Employee Training Records (other than Employee Safety Training)	Yes	7 Years	FS507e-dofForm	Retain					
28	Employee Training Records (other than Employee Safety Training)	Document Types	No	Employee Training Records (other than Employee Safety Training)	Yes	FI011	No	FI011	7 Years	Investment reports; bank statements; bank confirmations, and correspondence with	Yes	10 Years	FS502e-dofForm	Destroy					
29	Investment reports; bank statements; bank confirmations, and correspondence with	Document Types	No	Investment reports; bank statements; bank confirmations, and correspondence with	Yes	FI012	No	FI012	10 Years	Implementation of change	Yes	5 Years	FS507e-dofForm	Retain					
30	Implementation of change	Document Types	No	Implementation of change	Yes	FI013	No	FI013	5 Years	Annual state Controller's reports	Yes	6 Years	FS507e-dofForm	Retain					
31	Annual state Controller's reports	Document Types	No	Annual state Controller's reports	Yes	FI014	No	FI014	6 Years	CAPERS Contracts, Correspondence with CAPERS and Employer User Agreements	Yes	10 Years	FS502e-dofForm	Destroy					
32	CAPERS Contracts, Correspondence with CAPERS and Employer User Agreements	Document Types	No	CAPERS Contracts, Correspondence with CAPERS and Employer User Agreements	Yes	FI015	No	FI015	10 Years	Employer pull forms, annual employee security statements, DMV application and agree	Yes	10 Years	FS502e-dofForm	Destroy					
33	Employer pull forms, annual employee security statements, DMV application and agree	Document Types	No	Employer pull forms, annual employee security statements, DMV application and agree	Yes	FI016	No	FI016	10 Years	Annual DMV proof of insurance	Yes	9999 Years	FS507e-dofForm	Retain					
34	Annual DMV proof of insurance	Document Types	No	Annual DMV proof of insurance	Yes	FI017	No	FI017	9999 Years	Includes vacations and fitness testing	Yes	4 Years	FS507e-dofForm	Retain					
35	Includes vacations and fitness testing	Document Types	No	Includes vacations and fitness testing	Yes	FI018	No	FI018	4 Years	Employee handbooks, benefit summaries, salary administration policies, correspon	Yes	10 Years	FS502e-dofForm	Destroy					
36	Employee handbooks, benefit summaries, salary administration policies, correspon	Document Types	No	Employee handbooks, benefit summaries, salary administration policies, correspon	Yes	FI019	No	FI019	10 Years	Includes 1-9	Yes	10 Years	FS502e-dofForm	Destroy					
37	Includes 1-9	Document Types	No	Includes 1-9	Yes	FI020	No	FI020	10 Years	Volunteers who were not employees	Yes	10 Years	FS502e-dofForm	Destroy					
38	Volunteers who were not employees	Document Types	No	Volunteers who were not employees	Yes	FI021	No	FI021	10 Years	Includes job applications	Yes	2 Years	FS507e-dofForm	Retain					
39	Includes job applications	Document Types	No	Includes job applications	Yes	FI022	No	FI022	2 Years	Human Resources-Salary and Benefit Surveys	Yes	8 Years	FS507e-dofForm	Retain					
40	Human Resources-Salary and Benefit Surveys	Document Types	No	Human Resources-Salary and Benefit Surveys	Yes	FI023	No	FI023	8 Years	Human Resources-Service Award Policy and Presentations	Yes	10 Years	FS507e-dofForm	Retain					
41	Human Resources-Service Award Policy and Presentations	Document Types	No	Human Resources-Service Award Policy and Presentations	Yes	FI024	No	FI024	10 Years	Human Resources-Short Term Disability, Long Term Disability, Life Insurance, and Retiree	Yes	30 Years	FS502e-dofForm	Destroy					
42	Human Resources-Short Term Disability, Long Term Disability, Life Insurance, and Retiree	Document Types	No	Human Resources-Short Term Disability, Long Term Disability, Life Insurance, and Retiree	Yes	FI025	No	FI025	30 Years	Human Resources-Workers Compensation Claims-Notes Reports and Correspondence	Yes	10 Years	FS502e-dofForm	Destroy					
43	Human Resources-Workers Compensation Claims-Notes Reports and Correspondence	Document Types	No	Human Resources-Workers Compensation Claims-Notes Reports and Correspondence	Yes	FI026	No	FI026	10 Years		Yes	4 Years	FS507e-dofForm	Retain					
44		Document Types	No		Yes	FI027	No	FI027	4 Years		Yes	4 Years	FS507e-dofForm	Retain					



Regulatory Mapping

OneDrive							Exchange				
Role	Default Classification	Has OneDrive	File Quota	Sharing	Document Retention	Auto Pruning	Has Mailbox	Email Archive	Auto Prune	Email Retention	
Director	Restricted	Yes	None	External	None	5Y	Yes	1Y	30D	5Y	
Supervisor	Restricted	Yes	None	External	None	5Y	Yes	1Y	30D	5Y	
Office Worker	Restricted	Yes	None	External	None	5Y	Yes	1Y	30D	5Y	
Field Worker	Restricted	Yes	100GB	External	None	5Y	Yes	1Y	30D	5Y	

Keep since Modified Delete unchanged Move from Inbox Empty Deleted Keep in Archive

Unrestricted: Matter of Public Record - Anyone could read
 Confidential: Contains PII and/or volatile trade secrets
 Protected: Should only be viewed by staff (Internal)
 Restricted: Specific staff only

*Adapted from CAPSTONE methodology

OneDrive/Exchange Retention Policies