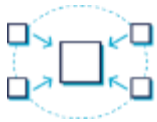
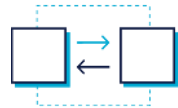


Managing Records in Office 365

What Works and What's Missing!



Unify
Your Infrastructure



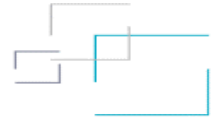
Manage
People and Teams



Modernize
Business Solutions

April 2020

Presenters: Managing Records in Office 365



- **David Kruglov**
Managing Director



- **Jim Duncan**
Microsoft Certified Master



Agenda: Managing Records in Office 365



- **Overview (25 Mins)**
 - Why consider O365 as a *Records Repository*
 - Where O365 excels according to Gartner
 - How O365 compares DOD 5015.2 requirements
- **O365 Security and Compliance Center Tour (20 Mins)**
 - Classification with Sensitivity and Retention Labels
 - Records Management File Plan and Events
 - Information Governance Dashboard
 - eDiscovery
- **Microsoft 365 Compliance Center Tour - *still in preview* (5 Mins)**
 - Compliance Score
 - Data Classification and Policies
- **Closing and QA (10 Mins)**
 - Recap and QA

ShareSquared: Who We Are



Background

- Founded in 2004 focused on Intranets, Electronic Forms and Workflow, Document Capture, ECM, and EDRMS
- 13 MVPs and 5 MCMs in our history
- Solution Provider for SharePoint, O365, Azure, etc.

Differentiators

- Microsoft Certified Masters
- Records Management (RIMTech) Certified
- Accelerators and Products

Microsoft Programs

- Microsoft Partner with multiple Gold Competencies
- Member of Business-Critical SharePoint
- SharePoint Technology Adoption Program member
- SharePoint Partner Advisory Council board member
- Microsoft Partner Research member
- FastTrack, SDPS, Cloud Accelerate, etc. provider



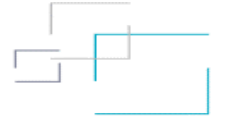
Intention: Intention for the Webinar



- Present considerations beyond the EDRMS feature-set that make O365 a good choice for a *Records Repository*
- Create community
- Discover the Records Management, Compliance, Governance, and Privacy features available in O365
- Authentically share our POV on what works and what's missing
- Answer any questions you may have
- Entice you to come to the next webinar

Be of Service to You!

Poll: What EDRMS system are you currently using?



Select all that Apply:

- OpenText/Documentum or FileNet
- Laserfiche or Hyland OnBase
- M-Files or Alfresco
- SharePoint / O365
- Other or None

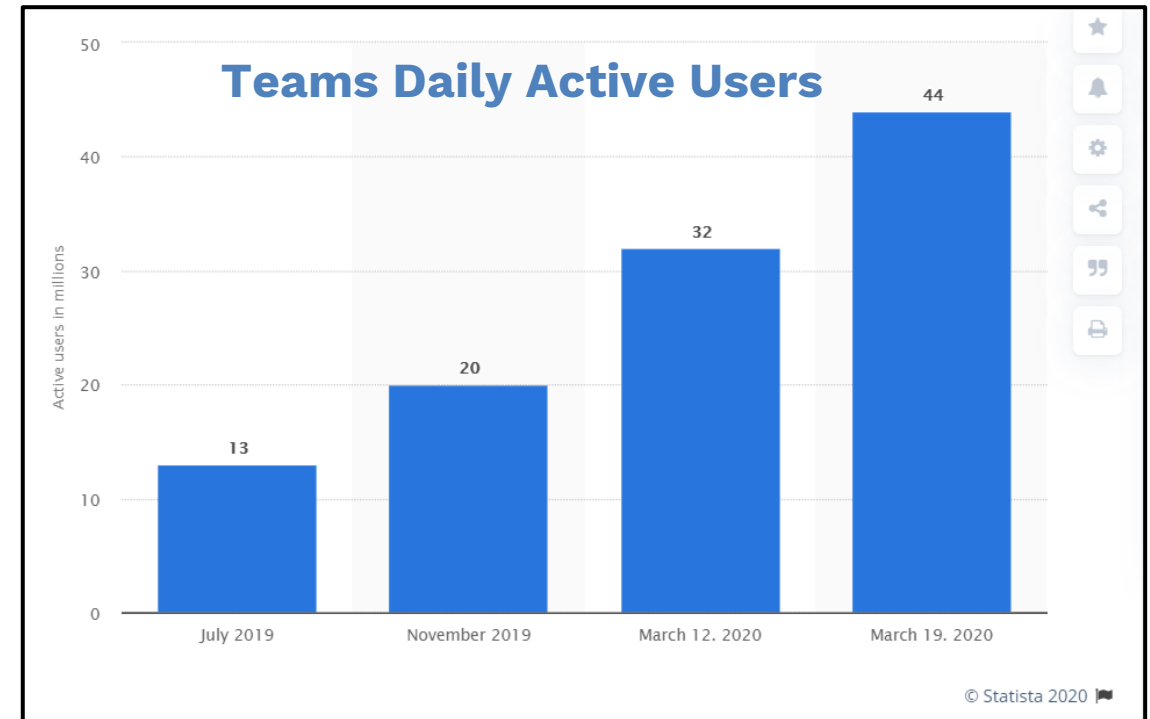
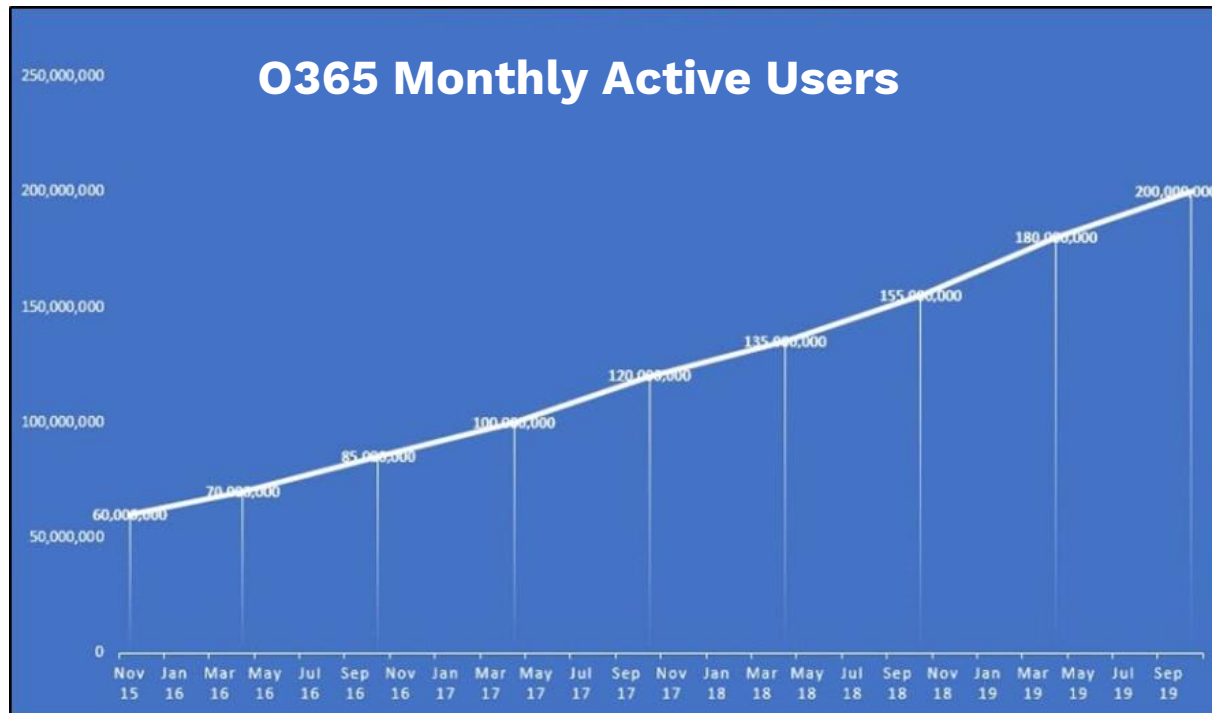
Next Up:

➤ *Why Use O365*

Why Use O365: Ubiquity








- Most organizations already have O365 licensing
 - Over 400,000 Orgs and 70+% of the Fortune 500 use O365
 - Over 200M Active O365 Users and 44M Active Teams Users




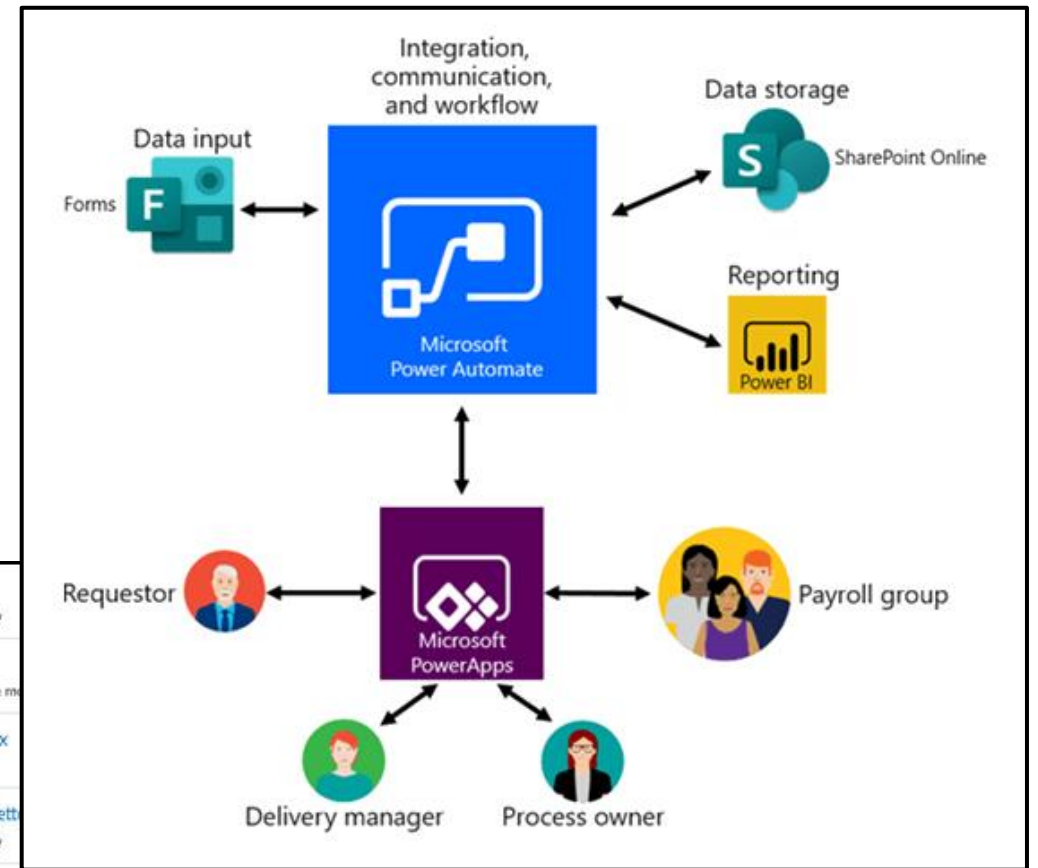
Why Use 0365: Productivity

- Todo, Planner and Bookings
- Built-in Workflows
 - Approval
 - Collect Feedback and Signatures
 - Publishing Approval
 - Three-state
- Power Automate
- 3rd-Party Solutions
 - Plumsail
 - Nintex

	Send notifications Send notifications about due dates	Send notifications At 01:30 PM, only on Monday
	Start archiving process Move documents from document library	Archive documents At 03:30 PM, on day 30 of the m
	Sync mailbox with SharePoint list Load e-mail from mailbox to SharePoint list	Sync Exchange mailbox Every 15 minutes
	Send newsletter Send corporate newsletter to external users	Send corporate newslett At 01:00 PM, only on Monday
	Update Nasdaq index Updates Nasdaq index in the SharePoint list	Sync Nasdaq index At 05:00 PM, on day 18 of the month, only in March

Last Run: 3/18/2014 5:10 PM
Next Run: 3/18/2025 5:00 PM





Why Use O365: Reliability and Security

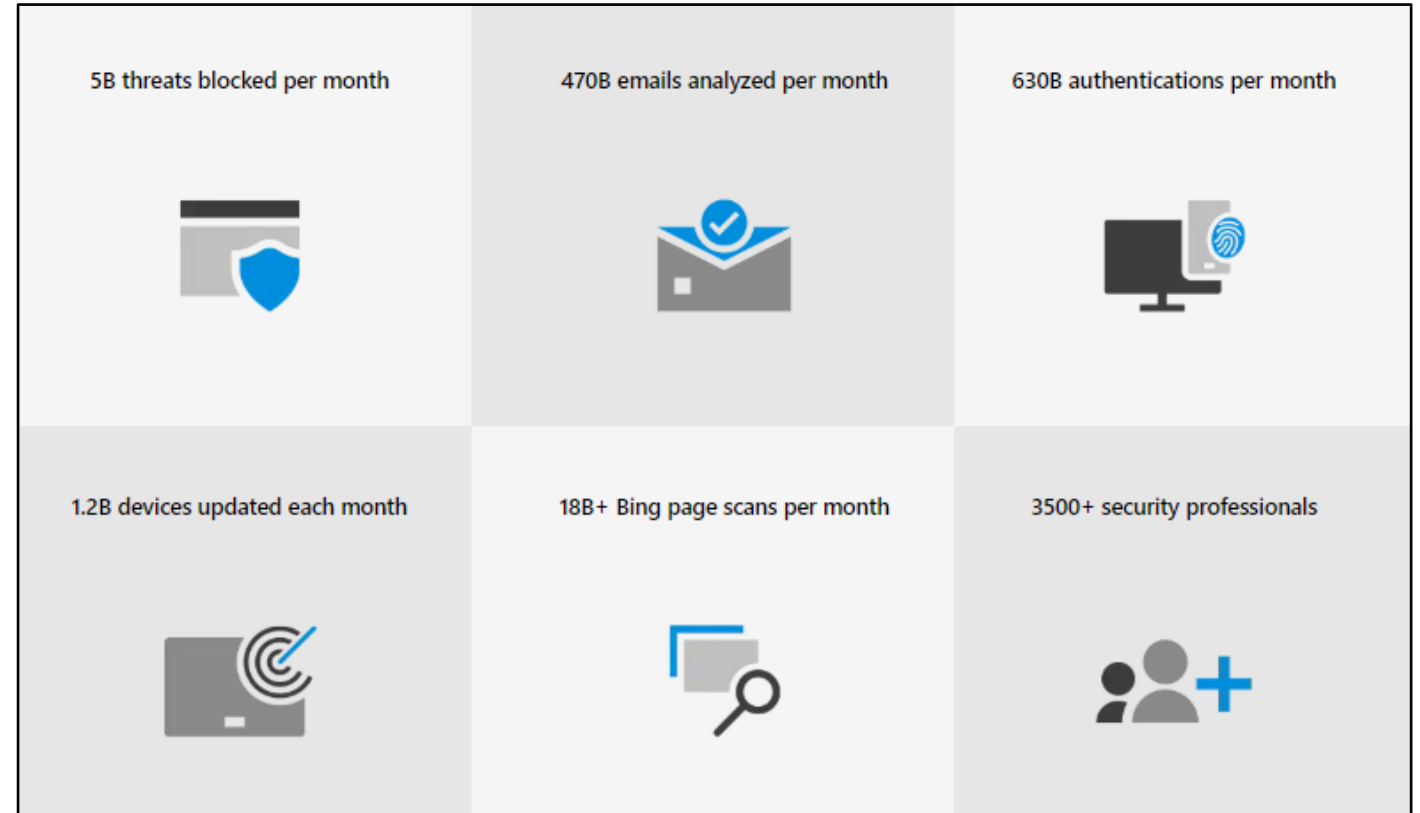


O365 Uptime

2019			
Q1	Q2	Q3	Q4
99.97%	99.97%	99.98%	99.98%
2018			
Q1	Q2	Q3	Q4
99.99%	99.98%	99.97%	99.98%
2017			
Q1	Q2	Q3	Q4
99.99%	99.97%	99.98%	99.99%

3-year avg of 99.979% uptime =
1h, 50m, and 27s downtime / year

Microsoft Intelligent Security Graph



- **Example:** [Protection Alerts](#) (in **your** O365)

Why Use 0365: Compliance and Certifications



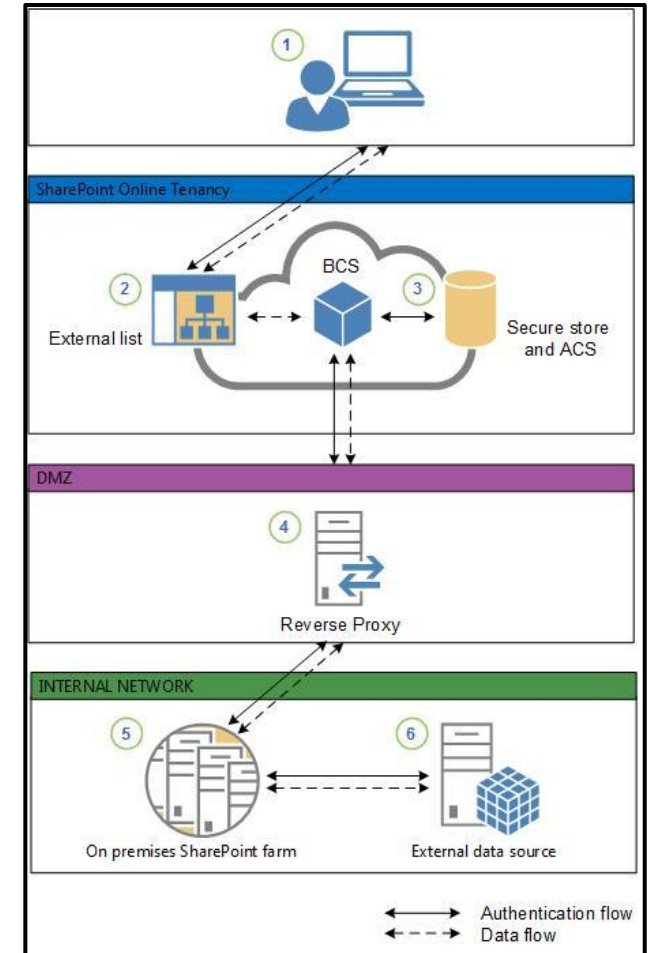
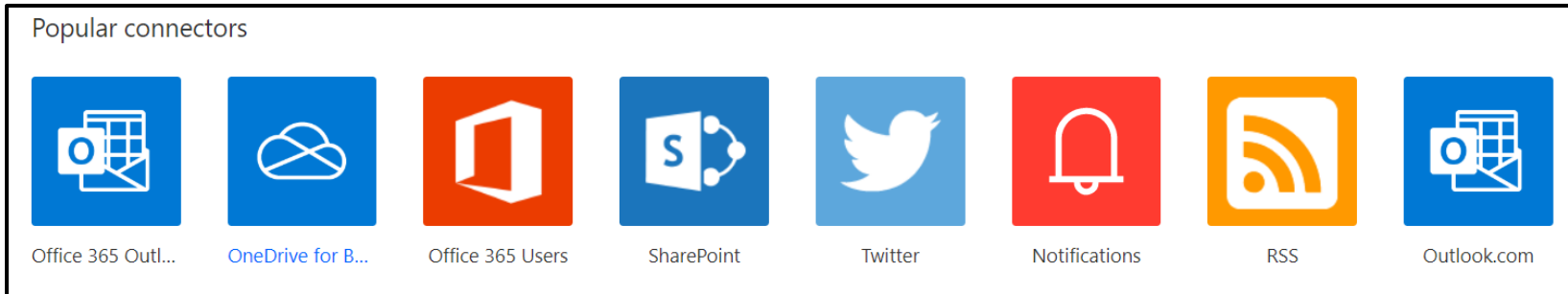
Independently certified by numerous third-party governance bodies



- [Microsoft Trust Center](#)
- [Microsoft Office 365 Compliance Offerings](#)
- [Office 365 GCC High and DoD](#)

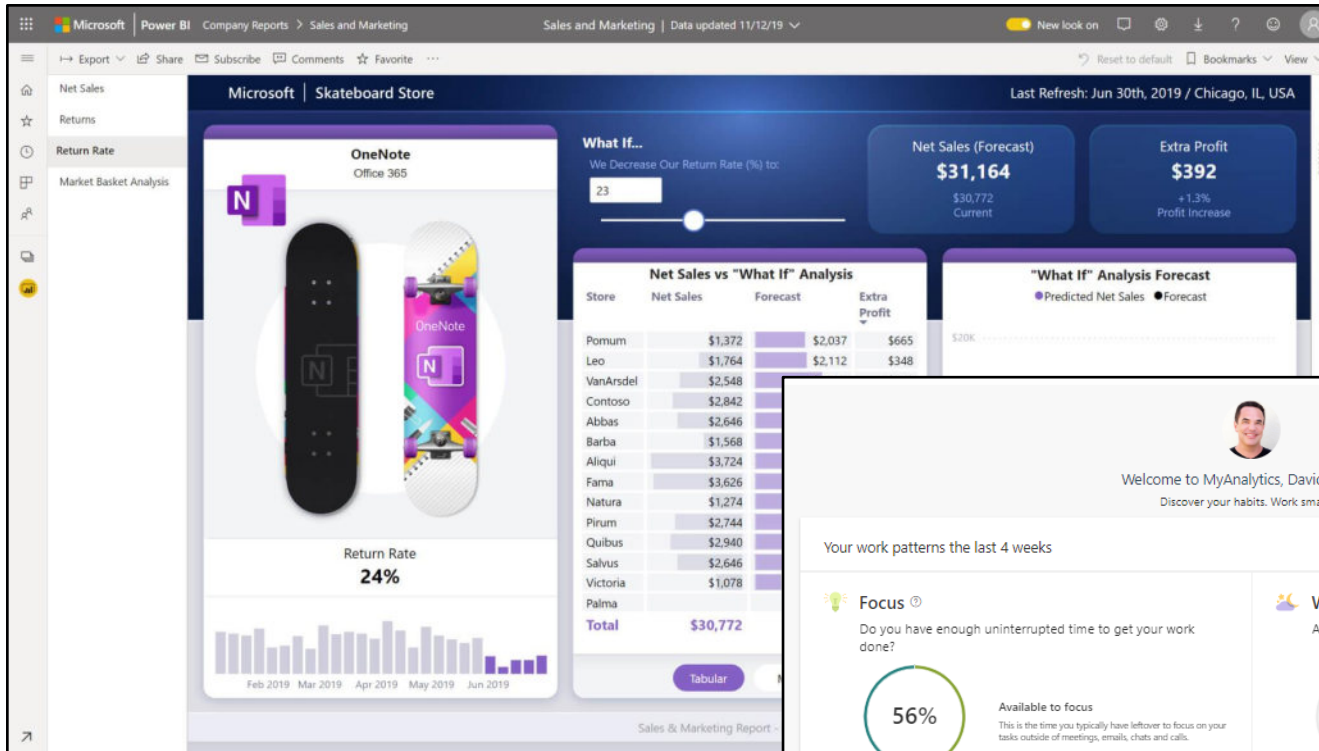
Why Use O365: Integration

- Office Suite, Exchange, Active Directory, etc.
- O365 APIs
 - [Microsoft Graph APIs](#)
 - [Management APIs](#)
- [Business Connectivity Services](#)
- [Power Automate Connectors](#)

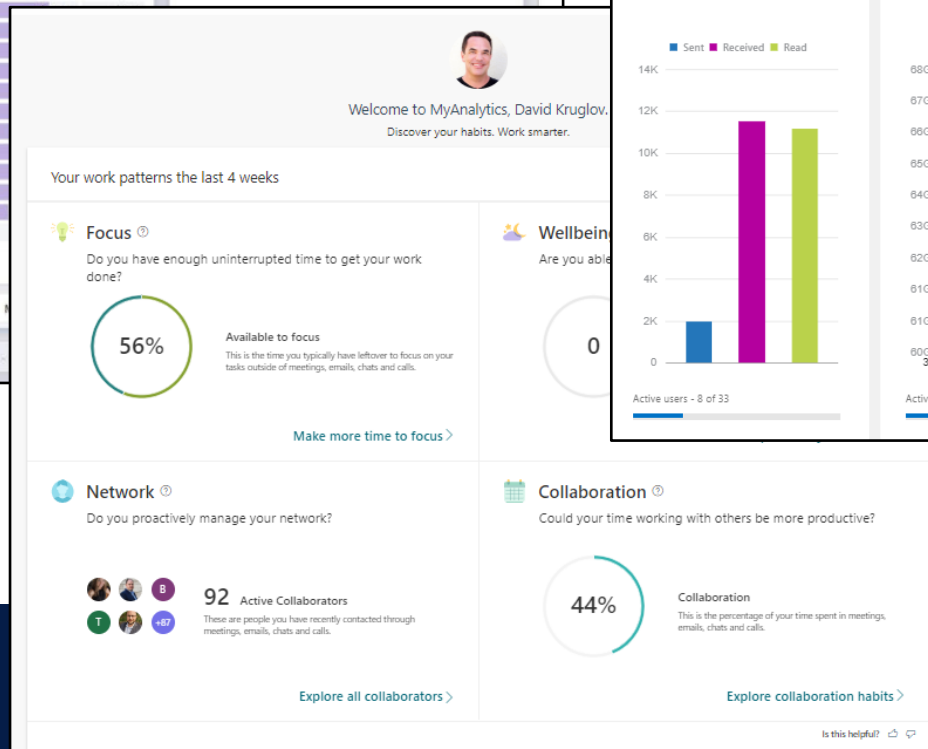


Why Use O365: Analytics

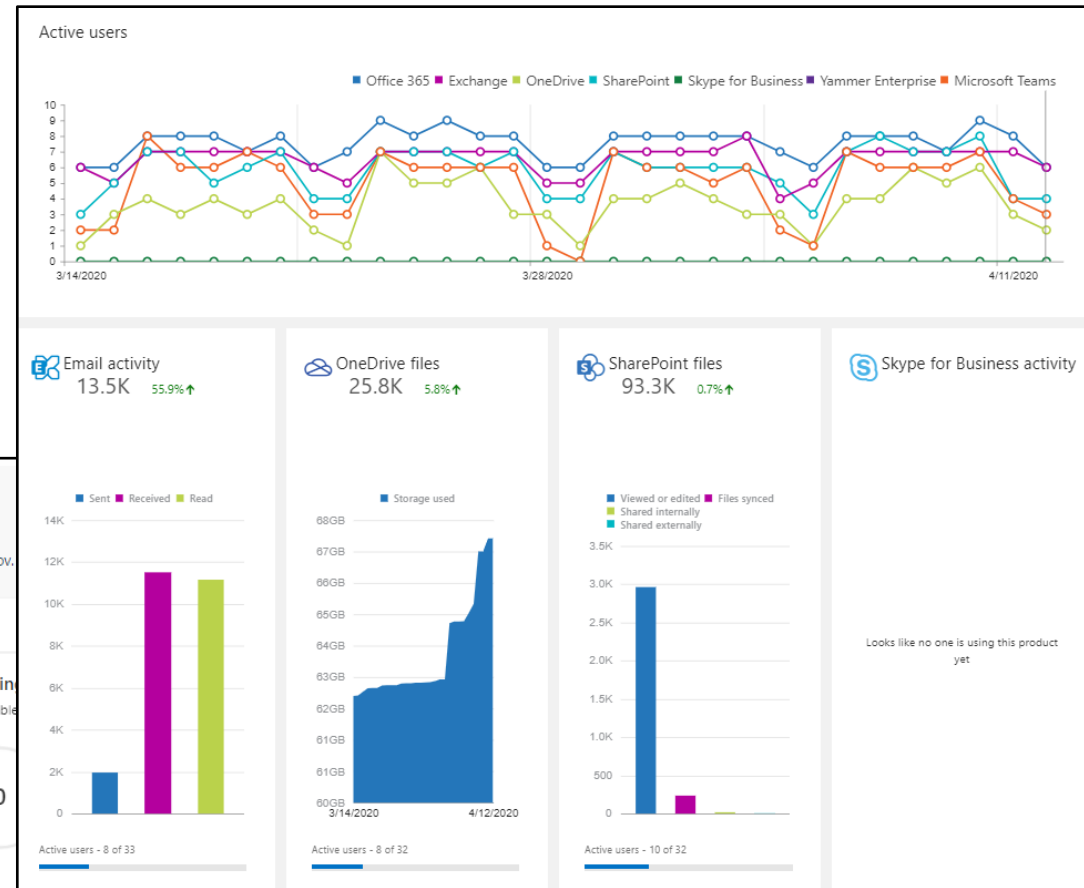
■ Power BI



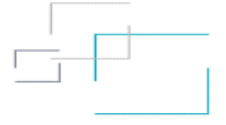
■ My Analytics



■ Usage Analytics



Why Use O365: Modern Architecture and Innovation



Modern Architecture

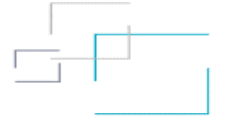
- Launched in 2013 vs. legacy systems that were designed in the '90s
- Cloud-first design and implementation, not a pre-internet adaptation
- Interoperability vs. stand-alone legacy systems
- Robust third-party market that continues to evolve with O365
- Modern technologies including ML, AI, NLP, Streaming Video, etc.

Innovation Examples:

- [Weekly Digest](#)
- [Project Cortex](#)

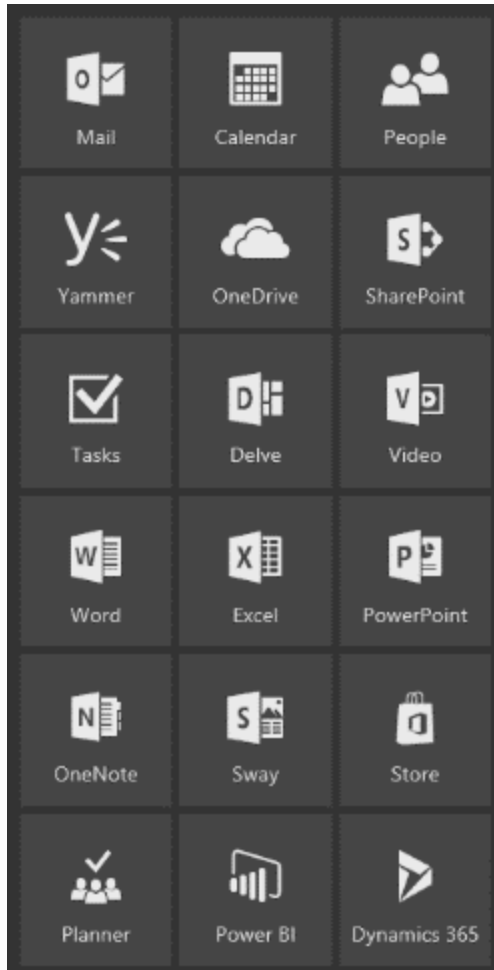


Why Use O365: In-Place EDRMS and Cost



- Collaboration Portals and EDRMS are two sides of the same coin
 - Content is created, collaborated on, and disseminated on O365
 - Retention and disposition occur in the same system
 - System consolidation enables a common Taxonomy, Administration, etc.
 - Reduced content silos
- Reduced time to market and cost
 - EDRMS is an add-on to existing collaboration portals
 - Reduced implementation time and change management
- Increased support via
 - Microsoft Partner Channel
 - ISVs
 - Recruiting market
- No data lock-in
 - Native file formats
 - No obfuscation

Why Use 0365: Connected Cloud



One Platform:

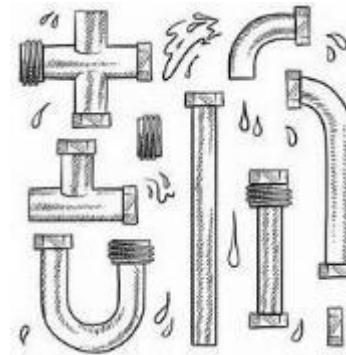
- Email
- Calendar
- Identity
- Social
- Sync and Share
- Documents
- Records
- Tasks /Workflow
- Collaboration
- Video
- Analytics

Would you rather try to manage this?



OPENTEXT

jive



slack

box

Trello



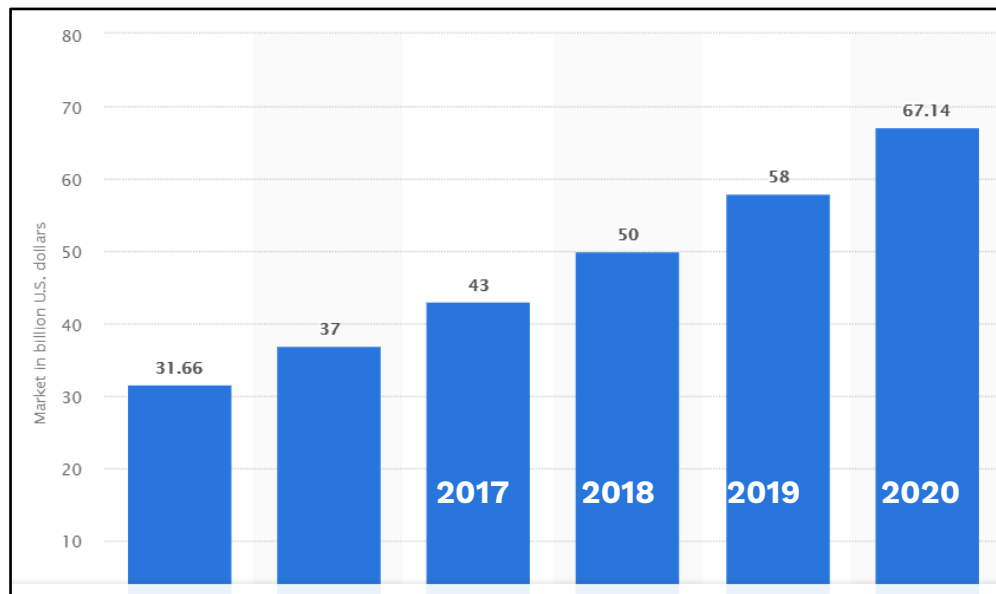
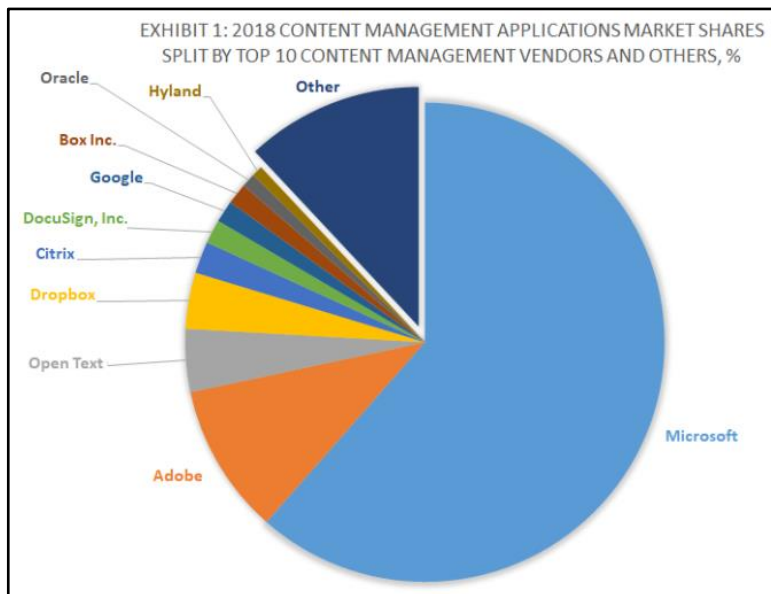
Next Up:

➤ *Market Analysis and DoD*

ECM/EDRMS: State of the Market



- The ECM market is expected to reach \$94.12 billion by 2026, with a compound annual growth rate of 15.8%
- Microsoft's market share growth continues at a significant rate
- Consolidation continues (e.g. OpenText/Documentum, Micro Focus/HP, Hyland/Perceptive)
- Market share of “big three” eroding: IBM FileNet in decline, OpenText acquired DELL EMC and Documentum, HP Autonomy sold to Micro Focus



Gartner MQ: Content Services Platforms



Definition

Gartner defines CSPs as “services and microservices, embodied as an integrated product suite and applications that share common APIs and repositories, to exploit diverse content types and to serve multiple constituencies and numerous use cases across an organization”

Functionality / Use Cases:

- Capture and ingestion of content in digitized file formats
- Management and retention of digitized content files and metadata
- Workflow development and creation
- Integration with enterprise systems and data
- User productivity
- Administrative tools, dashboards or visualization to support the operation and management of the CSP

Figure 1. Magic Quadrant for Content Services Platforms



Source: Gartner (October 2019)

Gartner MQ: Content Collaboration Platforms



Definition

Gartner defines CCPs as a range of products and services that enable content productivity and collaboration for individuals and teams, inside or outside an organization. CCPs increasingly support lightweight content management and workflow use cases.

Functionality / Use Cases:

- Mobile access to content repositories
- File synchronization across devices and cloud repositories
- File sharing with people and applications, inside or outside an organization
- Team collaboration, with dedicated folders
- A content repository that is cloud-based or on-prem, native to the CCP platform or based on other file servers or repositories



Gartner MQ: Enterprise Information Archiving



Definition

Enterprise information archiving (EIA) software combines products and solutions for archiving user messaging content, such as email, instant messaging (IM), SMS, and public and business social media data. This also includes other content types, such as data stored in enterprise file synchronization and sharing (EFSS) platforms, files, website content, and voice.

Functionality / Use Cases:

- Data reduction across content types
- Retention management
- Content indexing
- eDiscovery and classification

Figure 1. Magic Quadrant for Enterprise Information Archiving



Source: Gartner (November 2019)

Gartner MQ: Analytics and BI Platforms



Definition

Modern analytics and BI platforms are characterized by easy-to-use tools that support a full range of analytic workflow capabilities. They do not require significant involvement from IT to predefine data models upfront as a prerequisite to analysis, and in some cases, will automatically generate a reusable data model.

Functionality / Use Cases:

- Agile Centralized BI Provisioning
- Decentralized Analytics
- Governed Data Discovery
- OEM or Embedded BI Dashboards
- Extranet Deployment

Figure 1. Magic Quadrant for Analytics and Business Intelligence Platforms



Source: Gartner (February 2020)

Gartner MQ: Unified Endpoint Management



Definition

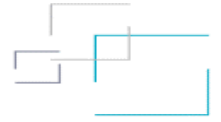
An endpoint protection platform (EPP) is a solution deployed on endpoint devices to harden endpoints, to prevent malware and malicious attacks, and to provide the investigation and remediation capabilities needed to dynamically respond to security incidents when they evade protection controls. Modern solutions utilize a cloud-native architecture that shifts the management, and some of the analysis and detection workload, to the cloud.

Magic Quadrant

Figure 1. Magic Quadrant for Unified Endpoint Management



Gartner MQ: Cloud Access Security Broker



Definition

Cloud access security brokers (CASB) are products and services that address security gaps in an organization's use of cloud services. This technology is the result of the need to secure cloud services and provide access to them from users inside and outside the traditional enterprise perimeter. They deliver cloud-specific capabilities such as web application firewalls (WAFs), secure web gateways (SWG) and enterprise firewalls. CASBs provide a central location for policy and governance concurrently across multiple cloud services — for users and devices — and granular visibility into and control over



Gartner MQ: Enterprise Integration Platform

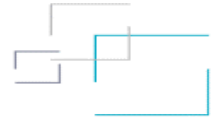


Definition

An integration platform as a service (iPaaS) provides capabilities to enable subscribers (also known as “tenants”) to implement integration projects involving any combination of cloud-resident and on-premises endpoints, including APIs, mobile devices and the Internet of Things (IoT). This is achieved by developing, deploying, executing, managing and monitoring integration processes and flows that connect multiple endpoints, so that they can work together.



O365: DOD 5015.2 Analysis



Reference:

[Design Criteria Standard For Electronic Records Management Software Applications](#)

Scale:

- 0 = Non-Existent
- 5 = Well-supported

Notes:

- Some DOD requirements are outdated
- DOD does not consider usability
- Modern requirements (e.g. MFA) are missing

Paragraph	Section	O365 Score	3rd Party
C2.1	Managing Records, Dates and Date Logic, Standard Data, Backward Compatibility, Accessibility	3	
C2.2.1.	Implementing File Plans	3.5	
C2.2.2.	Scheduling Records	3	
C2.2.3	Declaring and Filing Records	4	
C2.2.4.	Filing E-Mail Messages	4	
C2.2.5.	Storing Records	5	
C2.2.6.1.	Vital Records: Screening	4	
C2.2.6.2.	Vital Records: Closing Folders	5	
C2.2.6.3.	Vital Records: Cutting Off Folders	4	
C2.2.6.4.	Vital Records: Freezing/Unfreezing	3.5	
C2.2.6.5.	Vital Records: Transferring	1	
C2.2.6.6.	Vital Records: Destroying	5	
C2.2.6.7.	Vital Records: Cycling	3	
C2.2.6.8.	Vital Records: Search/Retrieval	5	
C2.2.7.	Access Controls	5	
C2.2.8.	System Audits	5	
C2.2.9.	System Management: Backup and Recovery	4	
C2.2.10.	Electronic Calendars, Task Lists, Email, Read-Only Access to Records	5	
18		4	

Poll: What O365 technologies is your organization using?

Select all that Apply:

- Exchange Email
- SharePoint Online
- OneDrive for Business
- Microsoft Teams
- None of the Above

Next Up:

➤ *Demos*

Demos: Technology



0365 Security and Compliance Center Tour

- Classification with Sensitivity and Retention Labels
- Records Management File Plan and Events
- Information Governance Dashboard
- eDiscovery

Microsoft 365 Compliance Center Tour

- Compliance Score
- Data Classification and Policies



Next Up:

➤ *Recommended Strategy and Resources*

0365: Recommended Strategy



Source	Product /Partner	Technology
Microsoft	O365	Collab, Social, Video, Workflow, Integration, Search
Partnership	Gimmel	EDRMS
Partnership	KnowledgeLake	Capture/Imaging
Partnership	Harmon.ie	Email Management
Partnership	Miscellaneous	Pre-built Term Sets, Context-Sensitive Help, Digital Signature



ShareSquared: Resources



EDRMS Webinar Series

- Implement a full-featured **EDRMS Solution** across multiple repositories -
May 13th
- Manage Email Records as part of a Holistic EDRMS Solution
June 17th



On the Web

- [Records Management in Microsoft 365](#)
- [Microsoft 365 Compliance Center Overview](#)
- [Office 365 Security & Compliance Service Description](#)

Poll: What are your biggest EDRMS challenges?



Select all that Apply:

- Developing the Retention Schedule or Taxonomy
- Identifying Content or Content in Unmanaged Systems
- User Adoption
- System is Outdated
- Other

Next Up:

➤ *Recap, and QA*

Closing: Recap and *Extended* QA



First EDRMS Webinar:

- Developing an Effective RIM Program
- Modern Retention Schedule and Taxonomy

Today:

- Why consider O365 as a Records Repository
- Where O365 excels according to Gartner
- O365 compared to DOD 5015.2
- O365 Records Management, Compliance, Information Governance, and Privacy features

Next Up:

- Implement a full-featured O365 EDRMS Solution

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share²