

Retention and Deletion Study

Research conducted by
CXO Media



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EXECUTIVE SUMMARY

RESPONDENTS

35%
senior level IT or
business heads

46%
IT Directors

10%
Policy, Compliance
or Records Manager

8%
"Other"

INDUSTRIES

14%
Government (federal,
state & local)

13%
Manufacturing
(computer &
non-computer)

8%
Finance/banking

8%
Healthcare

5%
High Technology

7%
Retail/Wholesale

6%
Education

INTRODUCTION

Most business decision-makers today are aware of the need for a document retention and deletion policy. Legal evidentiary requirements, regulatory compliance such as Sarbanes-Oxley, and a host of other mandates have made the managing of documents—everything from slide shows to e-mail attachments—a major part of a CIO's job.

But while most efforts are focused on the server and e-mail sides, documents stored on users' desktop machines are often overlooked in document management plans. Considering that Gartner Group estimates that 80 percent of a company's documents reside on users' desktops, and that about a quarter of those are subject to regulatory compliance, this presents an obvious liability for businesses.

Are companies equipped to manage this explosion of documents across the enterprise?

THE STATE OF THE INDUSTRY

In May 2006, NextPage teamed with CXO Research, to survey large enterprises on the state of document retention and deletion in today's regulatory environment.

METHODOLOGY

The NextPage survey on document management was administered online from May 4 through May 23, 2006. Subscribers to *CIO Magazine* invited were to take the survey. Results shown here are based on the responses of 108 IT professionals. *(Not all respondents answered all questions.)*

Thirty-five percent of respondents were senior level IT or business heads, 46 percent were IT directors, and 10 percent listed policy, compliance or records manager when asked for their title. Eight percent listed "Other."

Industries most frequently reported by the survey base included: Government (federal, state local) (14%), Manufacturing (computer & non-computer) (13%), Finance/banking (8%), Health Care (8%), High Technology (5%), Retail/Wholesale (7%) and Education (6%).

Twenty-nine percent of the survey base reported that their companies employed fewer than 1,000 employees. Forty-two percent said they work at companies with 1,000 to 10,000 employees and 29 percent were from companies with more than 10,000 employees. Sixty percent of respondents work at public companies and the balance (40%) work at privately held organizations.

AMONG THE KEY FINDINGS

- While two-thirds of the companies surveyed have a document retention policy in effect, almost half of them don't actively enforce it.
- An overwhelming majority—61 percent—said employee cooperation in adhering to document retention and deletion policies was less than 50 percent.
- Primary drivers for their document policies were regulatory compliance (61%), ensuring confidentiality (38%) and reducing risk of litigation (33%), in that order.
- The greatest weakness in document retention efforts: 39 percent answered implementing a standard policy, 38 percent listed a document disposal policy and 34 percent said user compliance.
- IT professionals said that they monitor shared drives (69%), email (68%), centralized DMS (63%), and users' hard drives (45%) most frequently as part of their document management policy.
- E-mail (75%) and documents (spreadsheets, word processing documents, presentations, etc., 65 %) pose the greatest threats to organizations. Only 29 percent cited database records as a threat.

CONCLUSION

Because of the plethora of regulations that mandate a document management policy, demand for solutions that solve this pain point should continue to grow. While e-mail retention policies have received the lion's share of attention, this research shows that documents—spreadsheets, word processing documents, presentations and the like—pose almost as much of a threat for non-compliance, legal trouble and fraud as e-mail. With desktop machines holding up to 80 percent of an enterprise's documents, IT decision-makers must address the need for a solution that manages those often business-critical documents.

While awareness is high, many companies—25 percent—do not have a document retention policy in place, nor have plans to implement one in the near future. And software alone won't solve the problem. Companies must develop and keep current internal document retention and deletion policies; work with employees to assure compliance with those policies; and find trusted partners to help them develop and implement policies in this key area.

Go to www.nextpage.com/cio for a free copy of the NextPage market analysis white paper: **Addressing Desktop Documents.**

IT PROFESSIONALS

Monitor:

69%
Shared drives

68%
Email

63%
Centralized DMS

45%
Users' hard drives

most frequently as part of their document management policy.

GREATEST THREATS

75%
Email

65%
Documents
(spreadsheets, word processing documents, presentations, etc.)

29%
Database records