

EXTENDING CONTROL TO THE EDGE: MICROSOFT SHAREPOINT PLUS NEXTPAGE



In today's unfriendly legal climate, the astonishing rise in the power of laptop and desktop computers has created an unprecedented level of information risk. For example, over 7.5 billion Office documents are created annually, 80% of which are stored at the "edge" of the organization—on hard drives and scattered shared drives. The associated business costs and risks are important, complex and top of mind for a broad range of organizations. They include:

- ▶ The high costs of e-discovery
- ▶ Legal and regulatory risk associated with uncontrolled information
- ▶ Low compliance with contractually required safe handling of electronic information

A first step to solving these problems involves publishing and consistently enforcing document retention and disposition policies. Unfortunately, document policy compliance is abysmally low in most firms because user behavior is so difficult to dictate—especially in firms where business is primarily conducted using individually controlled laptops and desktops.

Even if your enterprise is deploying or has deployed a centralized system of record, compliance with policies such as routine disposition may be problematic. The purpose of this guide is to help you understand how Microsoft Office SharePoint Server (MOSS) and NextPage can work together to address these types of challenges.

HOW MOSS & NEXTPAGE WORK TOGETHER

SharePoint centrally hosts documents and other information for both collaboration and long-term retention. NextPage tracks all document activity outside of SharePoint, including activity related directly to documents inside SharePoint. NextPage also enforces policies with coverage inside and outside of SharePoint.

Role of MOSS: Retention

- ▶ Centralizes content by hosting a common set of documents, workflows, tasks lists, etc. for a team. This reduces but may not eliminate communication and content that resides in email and on individuals' hard drives. Streamlines the process of eDiscovery.
- ▶ Provides a repository of record and manages records throughout their retention period.
- ▶ Exposes information via a portal interface and enterprise search.

Role of NextPage: Disposition

- ▶ Tracks all documents and versions that exist outside and inside MOSS. This includes documents that start inside MOSS and then leave the system, as well as documents that are created outside MOSS (e.g. on a user's hard drive). NextPage also follows documents wherever they go (e.g. email and thumb drives), and it connects all versions and copies of a document via the Digital Thread™.
- ▶ Maintains document classification information, optionally from the moment of document creation. NextPage can collect this information manually or automatically, from inside or outside of MOSS.
- ▶ Enforces document policies outside of MOSS, and optionally inside. For example, policies can gather documents into MOSS or seek and destroy non-records outside of MOSS.
- ▶ Monitors document policy compliance throughout the enterprise.

Extending Control To The Edge: Microsoft SharePoint plus

CASE STUDY: SHAREPOINT CONSOLIDATION

To highlight the relevant issues, it's helpful to review the experiences of a company that consolidated its document management into a single information architecture based on MOSS 2007. Prior to this consolidation, each of the organization's offices worldwide had a separate instance of SharePoint or a network shared drive. Typical document workflows involved document creation in one office, finalization in another, maintenance and execution in a third and retention management in a fourth.

Because of this "balkanization," the same document was typically stored in multiple systems. Business execution and retention management workflows were carried out manually and often unreliably.

The addition of a single enterprise-wide MOSS system has allowed the organization to take better advantage of MOSS' rich workflow capabilities to address many of these problems. However, significant business risks remained even after this enterprise-wide consolidation. First, even though it is now theoretically possible for every document to have a single authoritative location, users continued to collaborate with each other via email, saving multiple versions to their local hard drives and often starting multiple document instances in SharePoint instead of using SharePoint's built-in versioning. As a result, routine disposition remained extremely difficult to enforce. Second, users remained confused about where to find the latest version of a document, sometimes investing precious time in updating an obsolete version.

To solve these problems, the company decided to augment MOSS with NextPage. In the combined solution, an automatic policy identifies files that are ripe for disposition and moves them to a temporary holding area, where they remain until they are automatically deleted ten business days later. This works even when drafts are stored in MOSS under different names. Moreover, users can easily see a document's entire history, including its movements through MOSS, email and individually controlled drives.

YOUR ORGANIZATION'S NEED PROFILE

As a first step in your evaluation, you should decide whether the following need scenarios are important to your business. They were selected to help determine whether a centralized repository such as MOSS is adequate for controlling information risk in your business. If it is not, you should consider implementing a tracking system such as NextPage.

Some of the relevant questions are summarized in the table below and discussed in the "Complete Control: Microsoft SharePoint + NextPage" section of this document.

NEED SCENARIO

MOSS ALONE

MOSS + NEXTPAGE

Edge Collaboration. Does document collaboration that takes place on users' individual machines—outside the control of MOSS—constitute a significant information risk for your organization?

MOSS has no awareness of document collaboration that takes place outside the centralized system.

NextPage tracks every version and copy of a document inside or outside MOSS. It can distinguish between documents that are managed partly in MOSS and those that are not.

Submission of Records. How important is it for your organization to know that document archiving and disposal processes are taking place?

If a document is created outside of MOSS, the Microsoft Office system does not remind the user to upload it into MOSS.

The NextPage platform can facilitate a range of policy-based behaviors that cause documents to migrate into MOSS by classification.

Short-term Disposition. How motivated is your firm to routinely dispose of content on the "edge" of your organization that does not need to be archived or retained, in order to render it non-discoverable?

MOSS does not destroy content that exists outside the system.

The NextPage platform can produce a range of policy-based behaviors that cause short-term disposition of non-records, whether inside or outside of MOSS.

Monitoring. How important is it for your organization to know that document archiving and disposal processes are taking place?

MOSS does not monitor compliance outside the system.

The NextPage platform makes it easy to monitor document activity and policy compliance across MOSS, email, fixed drives and removable drives.

NEXTPAGE INFORMATION TRACKING MODEL

NextPage takes a different approach to these issues and challenges by making it possible to control and manage unstructured and unmanaged documents through your entire organization, enforce document retention policies and monitor corporate compliance. With NextPage, your organization can:



Track & Classify documents stored on users' hard drives, as email attachments and on scattered shared drives

This makes it possible to take control of all the unstructured, unmanaged and de-centralized documents in your organization. The NextPage platform provides a complete view of all your tracked documents. Authorized users can view real-time information about how many different copies exist, where those copies are stored, whether different versions have been uploaded to a central server and whether the proper retention policies have been applied.

Using a simple, natural process that is tightly integrated with the way users normally create and save documents, the NextPage Platform makes it easy to classify every document they create. This gives previously unmanaged documents the structure needed to apply and enforce retention policies—without forcing people to change the way they work.

Enforce lightweight policies across desktops.

The NextPage Platform makes it easy to apply policies to documents throughout your organization. This can include revealing inappropriate flow of sensitive intellectual property, destroying working copies, or sweeping final copies to the centralized archive. This gives you the ability to apply consistent document policies to every file on every local computer—no matter how many versions users create or where they are stored.



Monitor compliance across your whole organization.

With the NextPage Platform, you gain an immediate view into what is happening with all of the documents scattered across your heterogeneous systems. For example, your Chief Legal Officer can see the status of all the copies of all the documents that pertain to a specific legal matter. Your Records Managers can see whether the files from a specific project have been properly deleted from users' hard drives and shared drives. And your Chief Compliance Officer can gain new insights into document retention compliance across the whole enterprise through a convenient Web console—and use that information to lower risks in your organization.