

HP TRIM software

Using HP TRIM to add value to Microsoft SharePoint

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Organizations need to manage all their corporate information—physical and electronic, especially all SharePoint content—according to information governance best practices. Records management, an essential platform for information governance, helps you store and retrieve your business records securely, providing you improved business management, information discovery, and greater staff productivity. HP TRIM software is a proven records management system that provides a scalable, policy-driven foundation to your information governance strategy. It drives efficiency for your business and integrity of your records.

The importance of records management

Business activity between individuals and organizations may be a single event or a very long series of complex events and transactions involving multiple parties. From the initiating event, through all the iterative business processes and customer interactions, to the final contract, business activities need to be managed in accordance with the legislative rules and regulations. The number of regulations and the risk of not adhering to them are increasing, and it is no longer satisfactory to only selectively capture records of final events, contracts. In addition, all communications and data created or captured during the business process are considered discoverable during legal and investigative processes.

From the moment a communication is started, be it a recordable telephone conversation, email, letter, or correspondence note, it is discoverable. Organizations must be, therefore, able to manage the lifecycle of that content from creation to disposal. In addition, the business process itself forms part of a complete record, along with the recorded decisions in a workflow process, as well as information captured or created in SharePoint. Any customer dispute, objection, or legal challenge requires research

into previous activities that relate to the issue under dispute. Managing all this information from the point of creation, through the iterative processes to disposal greatly simplifies such discovery.

Records management provides a platform to meet the challenge of capturing and managing these business processes and activities as records. There are also additional benefits of records management than just meeting compliance obligations and being prepared for e-discovery. Reducing operational costs and improving productivity are primary drivers for most organizations. With enterprise records management systems in place, simple and easy access to the right information, when and where it is needed, is a benefit that improves staff productivity, provides better business insight, and provides a platform for process optimization.

Records management and SharePoint

Better records management requires records management systems and tools that enable you to administer the records management policies and processes that you need to implement. The capture of all business records and application of your records management policies can be challenging. Providing this as seamlessly as possible for knowledge workers and business units enhances your ability to meet the records management goals for your organization.

SharePoint is becoming the predominant collaboration environment globally. The AIIM Industry Watch "State of the ECM Industry 2009"¹, a global survey of over 500 organizations, stated that 50 percent of them are implementing or using SharePoint. SharePoint is a powerful collaboration environment that has enabled users to create, publish, and use information quickly and easily.

¹ 'State of the ECM Industry 2009', 2009, AIIM Market Intelligence



As it is easy to create and add to new SharePoint sites, there is an explosion of information. The Radicati Group in their Microsoft SharePoint Market Analysis 2009 – 2013² report stated that 87 percent of organizations using SharePoint use it for collaboration with Web 2.0 content. This content is causing an information explosion. Inefficient management of this information puts additional pressure on the organization to meet information governance and regulatory compliance obligations, and to enable its workers to use that information efficiently.

HP TRIM is a proven records management system with 25 years in large government organizations and regulated industries. Now with HP TRIM for SharePoint, you can take control over all SharePoint content with lifetime policies established at an administrative level, and deploy the system so that records management is transparent for the end user.

Providing records management for all SharePoint content

Records management policies need to be applied to all business records regardless of source or type and managed for their life according to corporate policies and compliance rules. It is ideal that these policies be applied seamlessly avoiding the burden of records management on the user. User lethargy should not impede good information governance. Putting systems in place to automate the capture of business records is far more efficient than to leave the responsibility with the user to declare records.

Documents, blogs, wikis, discussions are all used by SharePoint users in their collaborative work. Critical business applications such as forms based workflow

processes are built on the SharePoint platform. Any workflow process in SharePoint can capture content created in a business process. The content generated by these applications, business activities, and collaborative processes need to be managed.

With HP TRIM for SharePoint Records Management you can seamlessly manage, finalize, relocate and archive all SharePoint content, including Web 2.0 content, according to lifetime policies. This process is transparent to the user with all managed content easily discoverable from SharePoint and HP TRIM. And full audit trails are maintained in HP TRIM for all managed content.

HP TRIM for SharePoint provides the following functions:

- **Manage:** To manage active draft content as records from the point of creation. The manage function moves the content and creates a record in HP TRIM and manages all changes made in SharePoint.
- **Finalize:** To manage active published content as records when they are finalized. This function finalizes the content and moves the item into HP TRIM. It is still accessible in SharePoint however as it is finalized it cannot be changed.
- **Relocate:** To use HP TRIM workflows or tools on items captured through SharePoint or SharePoint applications. The relocate function transfers active draft content for further processing in the HP TRIM environment.
- **Archive:** To capture records from SharePoint at a pre-defined time after the end of their active life. The archive function transfers inactive published items as records into HP TRIM.

² Microsoft SharePoint Market Analysis 2009–2013, April 2009, The Radicati Group Inc



Many organizations have large numbers of SharePoint sites that have been created and are no longer active. These sites and their content are business records and need to be retained according to corporate policies. However, leaving the sites in situ affects the overall performance of SharePoint. If lifetime policies with retention and disposal rules were established when these sites were created the challenge of managing aged sites would be avoided.

With HP TRIM for SharePoint Archiving, as sites and content age, business rules are automatically applied to archive entire SharePoint sites into HP TRIM according to lifetime management policies set by administrators. The usability of the content is retained as sites are able to be rehydrated back into SharePoint. This capability is delivered with complete transparency to the user with all managed content easily discoverable from SharePoint and HP TRIM.

Corporate taxonomy and SharePoint

Business information and activities need to be identified and arranged according to rules and conventions that are maintained over time. This is the purpose of records management which uses an established taxonomy that reflects the structure and functions of the organization providing context to the business records.

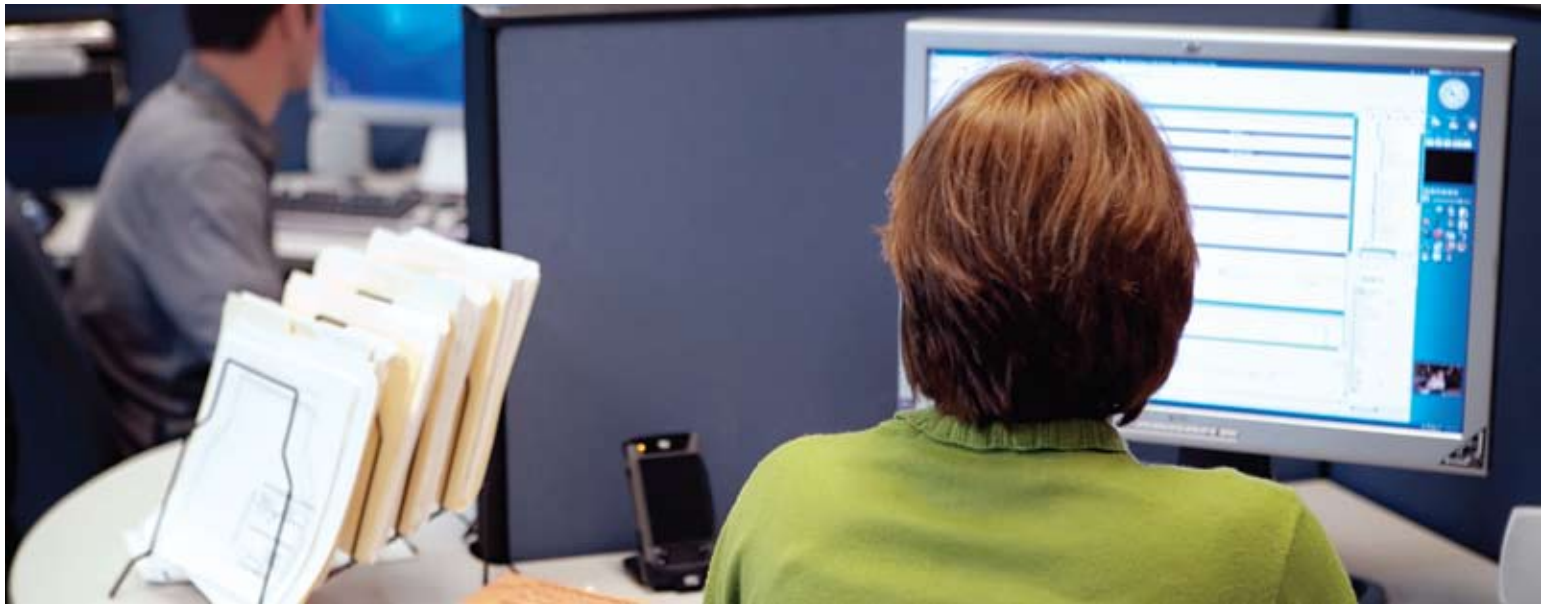
The authenticity of records, including relationships with the elements of the record and their business context, must be managed for the life of the record.

Retention and disposition policies are typically applied at the time of capture or creation of the business record according to the policies of the organization. This rigor of records management should apply to any content created in the process of doing business, including content created in SharePoint.

SharePoint manages content in hierarchical structures comprised as list items within lists, lists within lists, and lists making up SharePoint sites. List items can be any content type. HP TRIM seamlessly manages SharePoint content by applying lifetime management policies at the site, list, or list item level. This can be done selectively or at a complete site level. When a content item is created, it can automatically create HP TRIM records that are managed according to these policies. These lifetime policies can be used to finalize and archive content.

HP TRIM adds value to SharePoint with all records managed in one place providing the authenticity, reliability, usability, and integrity of your business records. Business classification, retention, and disposition are managed by HP TRIM with content maintained in the authoritative HP TRIM records management repository. Metadata is maintained in SharePoint with mapping between SharePoint and HP TRIM and with each system aware of the other.

Regardless of the content type, it is managed in the hierarchical classification structure in HP TRIM and a full audit trail is maintained for all activities performed—this is true records management.



Records management for the enterprise

Information is the lifeblood of any organization, and leveraging this critical corporate asset efficiently and effectively can enhance your organization's ability to improve business efficiency and staff productivity. The accountability for an organization's information assets through the establishment of policies, process, and systems to manage and control information is defined as information governance.

Records management is the foundation of information governance. Without records management practices and systems in place your information governance strategies may not get off the ground and you can be exposed to operational, financial, and legal risk.

Enterprise records management is about capturing and grouping all evidence of business activities, no matter their source, into logical collections that provide context to the evidential record of business activities and events. Business records may be created by office productivity tools, be received by email, physical mail, emanate from line of business applications, and of course, SharePoint. SharePoint can add complexity to records management with the widespread use of Web 2.0 content and content generated by applications using the SharePoint platform.

With HP TRIM for SharePoint records management it is easy to apply lifetime policies seamlessly to all content. HP TRIM records management is extensible with many other productivity tools and includes powerful Web services and SDK.Net integration toolkits to provide organizations with the capabilities to capture and manage business records from any source.

Records management systems must also manage physical records as well as electronic content. HP TRIM manages all enterprise information regardless of source including paper and physical records in the one system, together with all electronic content. In addition, there are extensive physical records management facilities that include space management across distributed warehouses, record movements, file labeling, barcode tracking, and scan capture through integrations with scanning systems.

With HP TRIM, all managed records regardless of source can be accessed from the SharePoint interface providing SharePoint users with secure access through an authenticated security model to business records. HP TRIM integrates SharePoint federated search, providing secure search of all your enterprise content and all HP TRIM repositories from one place.

Meeting the demands of compliance and e-discovery

The records management discipline and systems for managing paper records were developed long before the advent of electronic information. Records now include electronic information from a plethora of sources and this information as well as physical records should be managed in accordance with the international standard for records management—ISO 15489. Today, there is an increasing force behind implementing better records management practices that is driven by the fact that during litigation, investigation, or external audit, all electronic information is discoverable, even if it is on a back up device and thought to be deleted.



Implementing records management policies with a records management system that is built to this international standard provides a platform for information governance and regulatory compliance and prepares you for e-discovery. With this in place and with all records centrally managed, you are excellently placed to maintain control of your business information. Simply providing users with the ability to selectively declare content items as records into a separate system is no protection; in fact, it is not good records management practice.

SharePoint content, which includes Web 2.0 content, is an exploding source of business information that is core to many business transactions. These new content types of discussions, calendar items, blogs, wikis, and complete sites are also discoverable and must be managed as business records. A blog or wiki could just as easily expose an organization to considerable risk as an email if unmanaged as a business record. Therefore, managing SharePoint content in accordance with corporate records management policies is essential for organizations to be compliant and be prepared for e-discovery.

Summary

SharePoint, a powerful collaboration environment, is a good fit for many businesses and users adopt it readily and are comfortable with the SharePoint experience. SharePoint users are working with new content types such as blogs, wikis, discussions, and more. Organizations however must meet records management and compliance standards. The expansion of SharePoint across an enterprise and its use in business applications adds a new dimension to the challenge of managing this exploding information.

HP TRIM is a powerful and comprehensive platform to add records management best practice to your information management structures and information governance strategy. HP TRIM enables you to provide records management rigor to your SharePoint environments giving you confidence to expand SharePoint across your organization knowing that your business records, regardless of source, are managed in a system that is transparent for the user, drives efficiency for your business and integrity of your records.

For more information

For more information on HP TRIM documentation, evaluation software, and QuickSpecs, please visit HP TRIM Web site: www.hp.com/go/hptrim

For details on best practices, insight from industry experts, and blogs, visit HP Information Management Digital Hub: www.hp.com/go/imhub/trim



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