



Enterprise Content Management



Information
Governance

Technology fuels innovation and economic growth.

The State of Washington is committed to using the power of technology to make government more personal, more efficient and more effective.



[Read my latest blog post.](#)

-Michael Cockrill, CIO

Get Engaged

Please join us to provide input to the 2014 State GIS Strategic Plan update on April 17, 2014.

I.T.'s Transparent

Reporting of major technology projects

Shop Talk

Scrumming at Licensing!
Internships at Enterprise Services!

Information Governance / ECM

Then Came PCs, XTs, and Networks



“New Inventions have solved problems for us, but have created others we did not anticipate” Henry Ford



The advent of the PC shifted computing to the hands of end users
There were no tools to organize electronic records.

We lost Information Governance over electronic documents and files:

- Where to store
- Who can see it
- How long to keep

Employees created their own folder systems based on personal preference:

- No Consistent filing system to store or find documents
- Multiple locations/media, (Silo'd data)

It's All About Classification People Can Follow



Store things so we all can find them and throw expired things away.
(In a way that's convenient, timely, accurate, and cost effective.)

Employee Impact:

- Inability to find business records
- We have to remember and navigate the folder structure set up by others
 - Let's see... where did I put that?
- Time is wasted navigating folders. Searching increases frustration and stress.
- 10% - 35% of knowledge worker time is spent searching for or recreating lost information

LEAN- The 7 Wastes:

1. Overproduction

2. Inventory

3. Time/Waiting

4. Transportation

5. Processing

6. Motion: Unnecessary physical or mental motion often associated with searching

7. Defects

Records Impact



The Commonwealth of Kentucky will double its storage to 2 PB in the next 6-12 months alone.

April 17, 2014



ROT: Redundant, Obsolete, Transient Data

Records Impact



“The agency is experiencing an explosion in *unstructured* digital content growth. 50%/year
April 21, 2014



ROT: Redundant, Obsolete, Transient Data

Records Impact



“Unstructured data growth and disorganization as one of our larger problems.
25% / year

April 22, 2014



ROT: Redundant, Obsolete, Transient Data

Records Impact:

- Duplicate records proliferate in the office
- Expired records aren't dispositioned
- Multiple storage locations on devices, network, media (thumb drives, cloud)
- Mobile: Can't get data to remote workers – More duplication
- Growing Bow Wave of Redundant, Obsolete, Transient data (ROT)
- Public Disclosure Problems Ensur
 - Excessive staff time wasted in search
 - Wasted effort in Production: Must produce all responsive records, including growing ROT

Real Life Records Impact: Email Systems

Clark College		156 Million emails
DFW		23 Million emails
DFI		17 Million emails
Cowlitz County		15 Terabytes

Point of reference – 1 Gigabyte = 100,000 emails without attachments

DFI Public Records Burden

Jan-Mar '14



- Requests received (All Divisions): 115
- Staff hours devoted to filling requests: 606.2* hours (All Divisions)
 - Consumer Services: 81.2**
 - Securities: 525
 - Banks: 0
 - Credit Unions: 0

* Does not count Regulatory Projects Coordinator (~.25 FTE, Mostly Off Hours)

** Underestimated due to subpoena/PRR overlap

Business Impact:

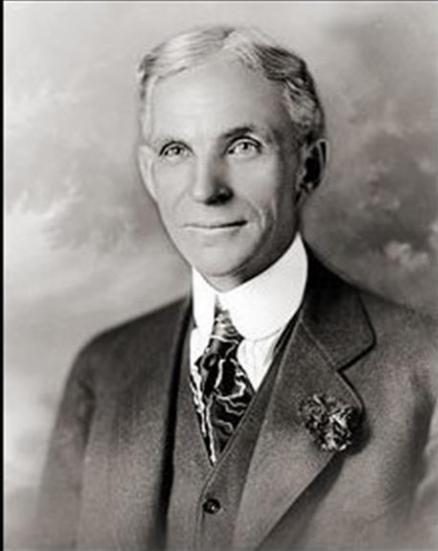
- \$4.6M in fines paid from 2006 – 2012 from failed PDRs and non-compliance
- Increased PDR frequency, staff frustration, workloads, FTE requirements
- Agencies are losing staff time for core mission work
- Increasing costs for unnecessary storage, processing, and infrastructure

Organizational Impact:

Managers feel stuck – too big to fix it, embroiled in endless R.M. arguments

Employees think this is just the way it is, ignore Records Management Requirements

No patience for spending *more time or effort* on Records Management

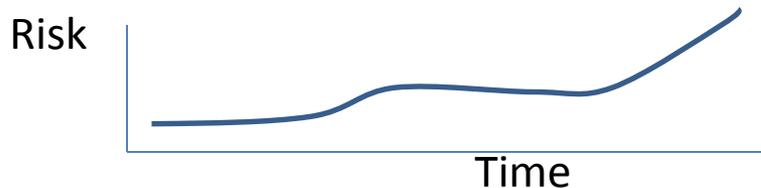


Most people spend more time and energy going around problems than in trying to solve them.

(Henry Ford)

izquotes.com

Let's Just keep Limping Along...

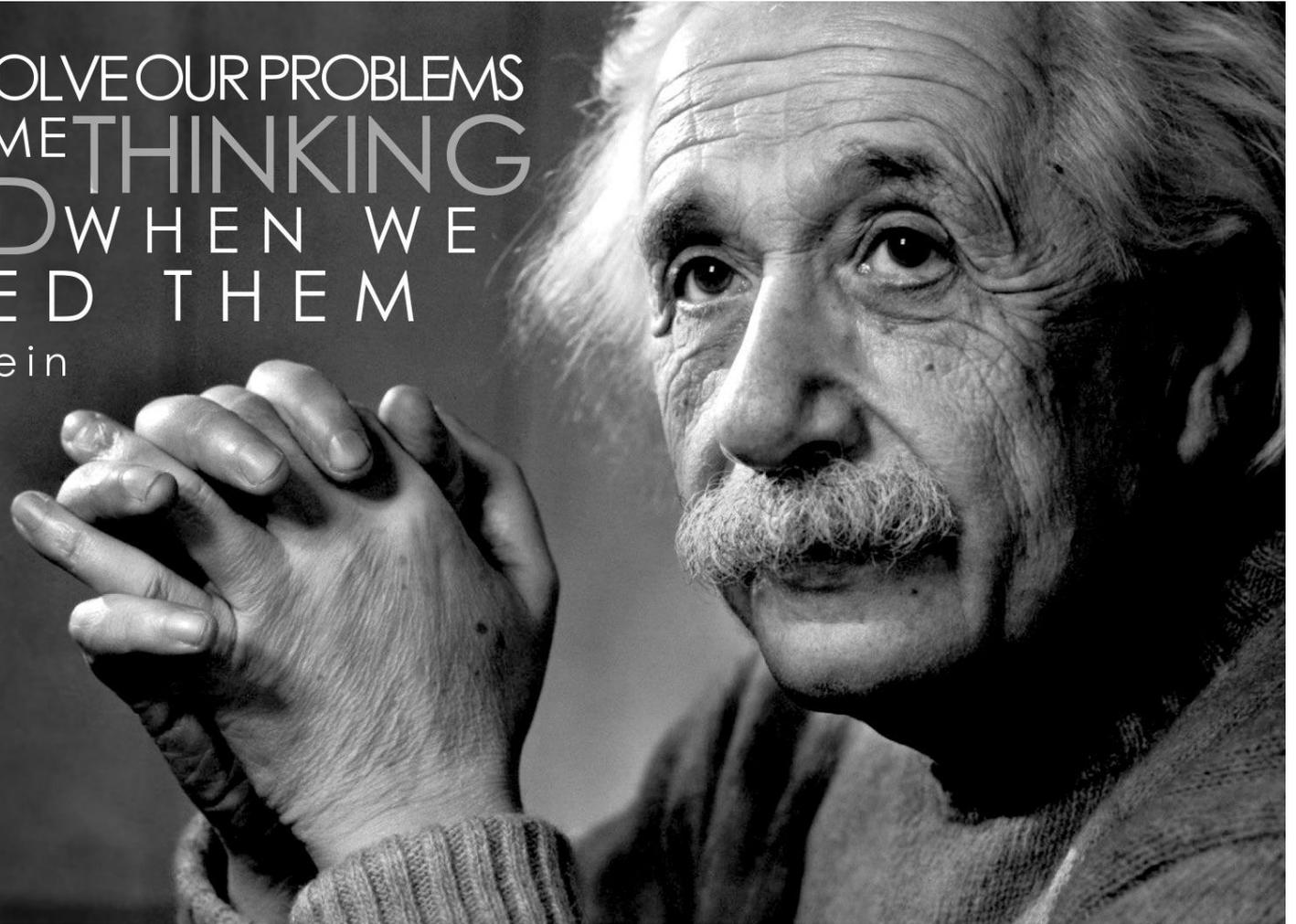


Risks are starting to increase dramatically

- Mobility will further increase demand for access to documents and data
- More duplication
- Consumerization of IT:
 - Increasing consumer cloud storage options (inaccessible by the agency)
 - Increasing consumer cloud services for employee collaboration

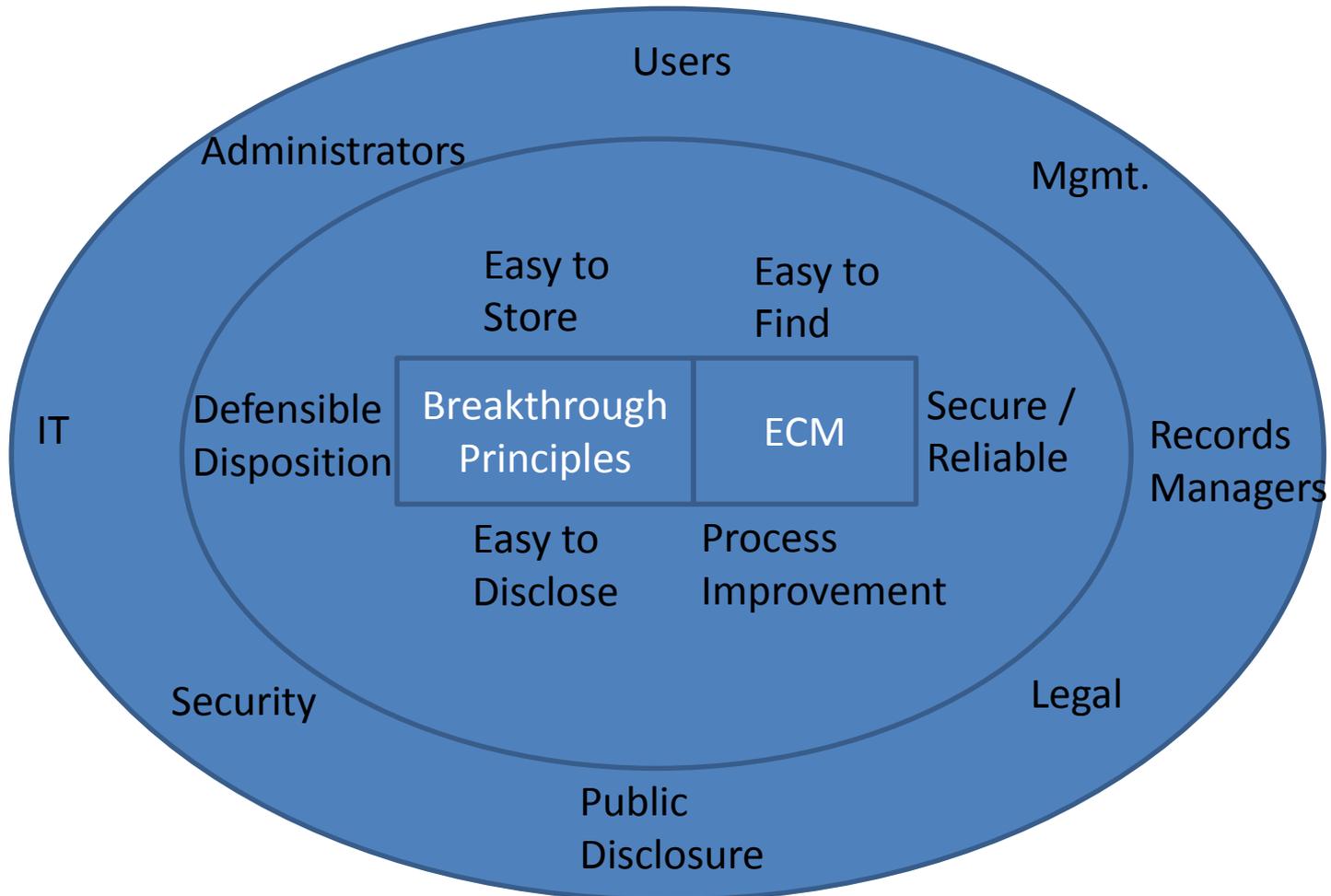
WE CANNOT SOLVE OUR PROBLEMS
WITH THE SAME THINKING
WE USED WHEN WE
CREATED THEM

-Albert Einstein

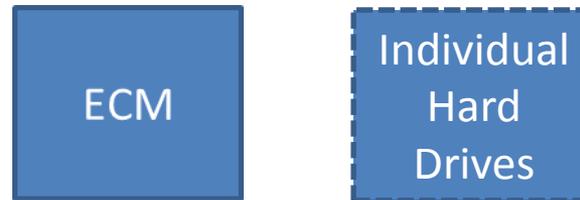


Information Governance / ECM

A Better Way to Manage Our Unstructured Information



Finding a document with ECM, at DFI



Finding a document now, at DFI.

EV/DA
(e-mail)

Oracle
IPM
(imaging)

Physical
files
(on-site)

Box.com
(cloud
data)

H:/ drives
(personal
shares)

X:/ drive
(share
drive)

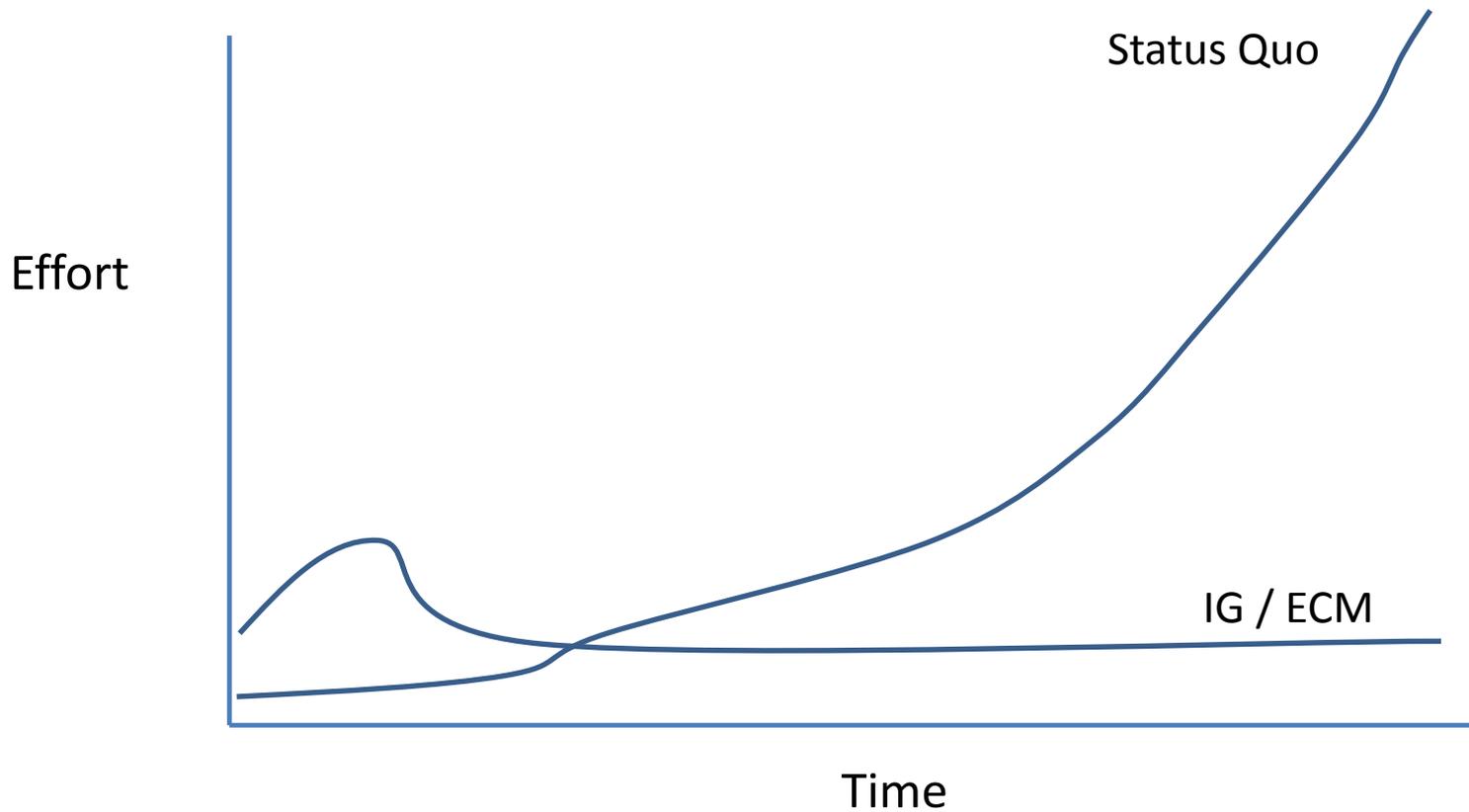
Other media
(thumb
drives, etc.)

Individual
Hard
Drives

Physical files
(Records
Center)

Information Governance / ECM

“For every minute spent organizing, an hour is earned.”
Benjamin Franklin



Information Governance / ECM

Taking Down the Barriers

So many documents, collaboration methods, and devices. Where do I start??



“Don’t use Lync, because someone will make a public disclosure request...”

Taking Down the Barriers



Start with the Business Process



Apply retention, security, etc. to downstream documents, devices, collaboration methods, etc.

Purpose:

- Clear the Path for Agencies to Organize and Manage Electronic Documents and Unstructured Data
- Use Multi-Agency, Multi-Disciplinary Teams to Develop and Gain Support for Principles, Guidelines, and Tools, to Speed Agency Adoption

Deliverables and Teams

1. Roadmap and Guidelines
 - Breakthrough Principles
 - Guidance to resolve questions (Myth Busters!)
2. ECM Pilots
3. ECM Tool Selection/Master Contracts
4. IG / ECM Consultant Master Contracts
5. Communications

MYTHBUSTER #1

You don't have to keep everything!

There is absolutely no requirement to keep everything. That includes emails, regardless of who you are.

Reasons to for keeping ONLY what you need to keep:

- Business needs
- Legal obligations
- History (to avoid reinventing the wheel)

Retention schedules **SHOULD** reflect these reasons

Next Steps – Call To Action

1. Finish Chartering the Initiative
2. Select Executive Sponsors
3. Select Participating Agencies
4. Fill Teams with Agency Volunteers
5. Kick Off!

Whether you think you can, or you think you can't –
you're right". Henry Ford