Information Governance Services – Pre-study

Advania Finland

Summary

Information governance prestudy by Advania gets you started to create a comprehensive framework for information governance and compliance, help your organization to direct and control their activities, and meet external standards, obligations, and expectations.

- The solution leverages Microsoft 365 tools such as **Microsoft Purview** and **Microsoft Priva** to implement information governance and protection based on identified business requirements, control information sharing and compliance posture, and mitigate risks involving EU's GDPR legislation.

- Microsoft licensing requirements are evaluated during the prestudy and contents of the study can be scoped according to existing licensing suites and their capabilities

- The solution includes a detailed implementation plan, with clear documentation of the organization's information and data assets, recommendations for any identified Microsoft licensing changes, and a roadmap for implementation.

- Result of the prestudy is a concrete plan on how to implement a robust information governance strategy and practical steps on how to proceed with the implementation

What is Information **Governance** and **Compliance**?

Gartner defines **information governance** as

"The specification of decision rights and an accountability framework to ensure appropriate behavior in the valuation, creation, storage, use, archiving and deletion of information. It includes the processes, roles and policies, standards and metrics that ensure the effective and efficient use of information in enabling an organization to achieve its goals."

Governance *is the system of rules, practices, and processes an organization uses to direct and control its activities. Many governance activities arise from external standards, obligations and expectations. It also provides a framework for attaining a company's objectives and encompasses most areas management, from action plans and internal controls to performance measurement and corporate disclosure.*
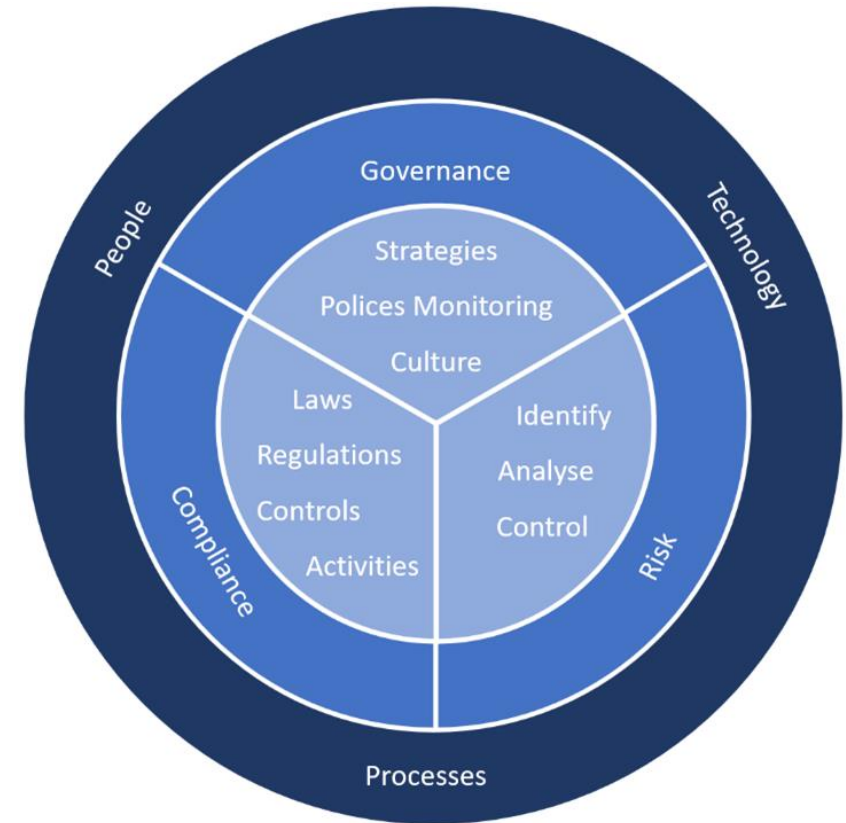
Compliance *refers to the country/region, state or federal laws or even multi-national regulations such as GDPR regulations that an organization must follow. These regulations define what types of data must be protected, what processes are required under the legislation, and what penalties are issued to organizations that fail to comply.*

Source: Microsoft Priva service description - Service Descriptions | Microsoft Learn

Why is Information Governance needed?

- **What if you do not have any Information Governance in place?**
  - Organizational knowledge is not fully utilized and leveraged in business, resulting in poor decision making
  - Storing and handling redundant and unnecessary information causes cost overheads
  - Information security can be compromised in several areas

- **What is improved with Information Governance?**
  - Information is managed more securely
  - Data leakages are less prone to happen
  - Utilizing organization knowledge is easier with proper classification
  - Really valuable business information can be identified
  - Information is more consistent and compliant

- **Where does Information Governance apply to?**
  - Information and data security
  - Compliance and data quality
  - Discovery and search
  - Auditing
  - Records management
  - Data storage

Source: The Microsoft 365 Maturity Model – Governance, Risk, and Compliance Competency | Microsoft Learn

Microsoft 365 Information Governance

- Implement information governance and protection based on identified business requirements

- Roll-out organization-wide processes for managing information and form a unified view of knowledge assets

- Control information sharing and compliance posture (laws, regulations and organizational standards)

- Mitigate risks involving EU's GDPR legislation

- Use Microsoft Purview and Microsoft Priva to protect information and data across your organization

Microsoft Purview

Understand & govern data
Manage visibility and governance of data assets across your environment

Safeguard data, wherever it lives
Protect sensitive data across clouds, apps, and devices

Improve risk & compliance posture
Identify data risks and manage regulatory compliance requirements

Microsoft Priva

Safeguard personal data and build a privacy resilient workplace

Identify critical privacy risks and conflicts

Automate privacy operations and response to subject rights requests

**Empower** employees to make smart data handling decisions
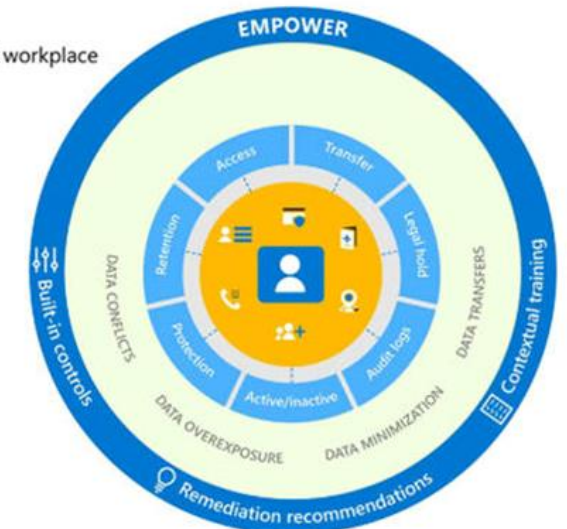
M365 tools for improving compliance

- Find and classify organization's data assets, protect information, applications and devices from unauthorized use

- Get insight about user needs and context when dealing with sensitive information and identify critical risks associated with data sharing and use

- Implement adaptive data protections with dynamic Data Loss Prevention (DLP) rules when identifying sensitive information

Source: https://learn.microsoft.com/en-us/purview/purview
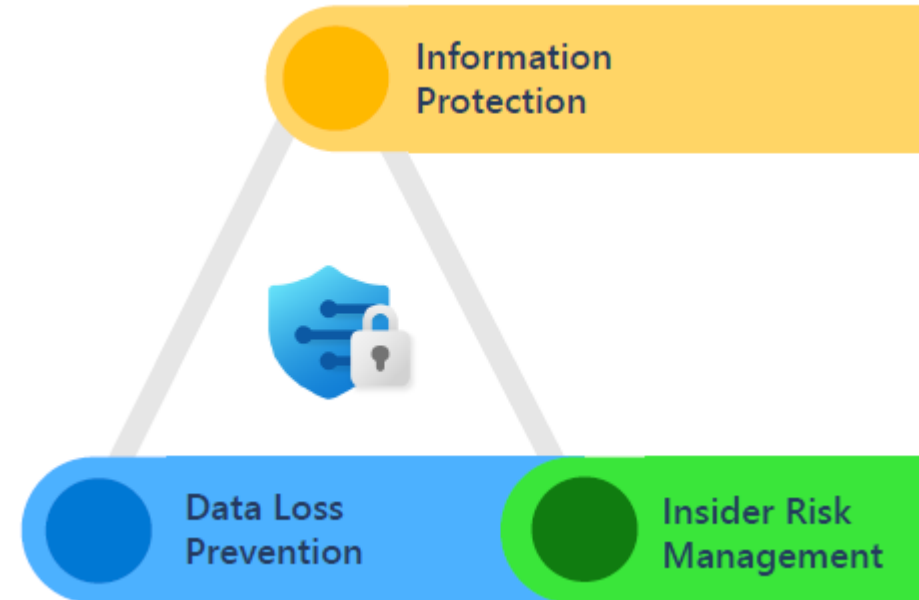
Microsoft Purview - features

Required — **Useful** — **Optional**

- **Information Protection**
  - Identify, classify and protect information
  - Sensitivity Labeling

- **Data Loss Prevention (DLP)**
  - Prevent sensitive data loss to external parties

- **Data Lifecycle Management**
  - Manage information lifecycle and retention across the M365 service portfolio

- **Communication Compliance**
  - Prevent information oversharing, stop collecting redundant data and prevent inappropriate communication

- **Compliance Manager**
  - Improve compliance posture to comply to ISO-standardization and other certifications

- **Insider Risk Management**
  - Identify information theft and data leaks and monitor and react to data security incidents

- **Audit**
  - Audit events involving information security and monitor application and data usage in your organization

- **eDiscovery**
  - Collect information for litigation or internal investigation while conforming to local laws and regulations

- **Data Map and Data Catalog**
  - Map the organizational knowledge and create a metadata model automatically

88% of organizations no longer have confidence to detect and prevent loss of sensitive data[1]

78% of organizations are investing in data protection in the next 12 months[2]

1. Risk management market landscape web survey, Gartner, May 2019
2. Microsoft Research with Vital Findings, September 2021, US compliance decision makers
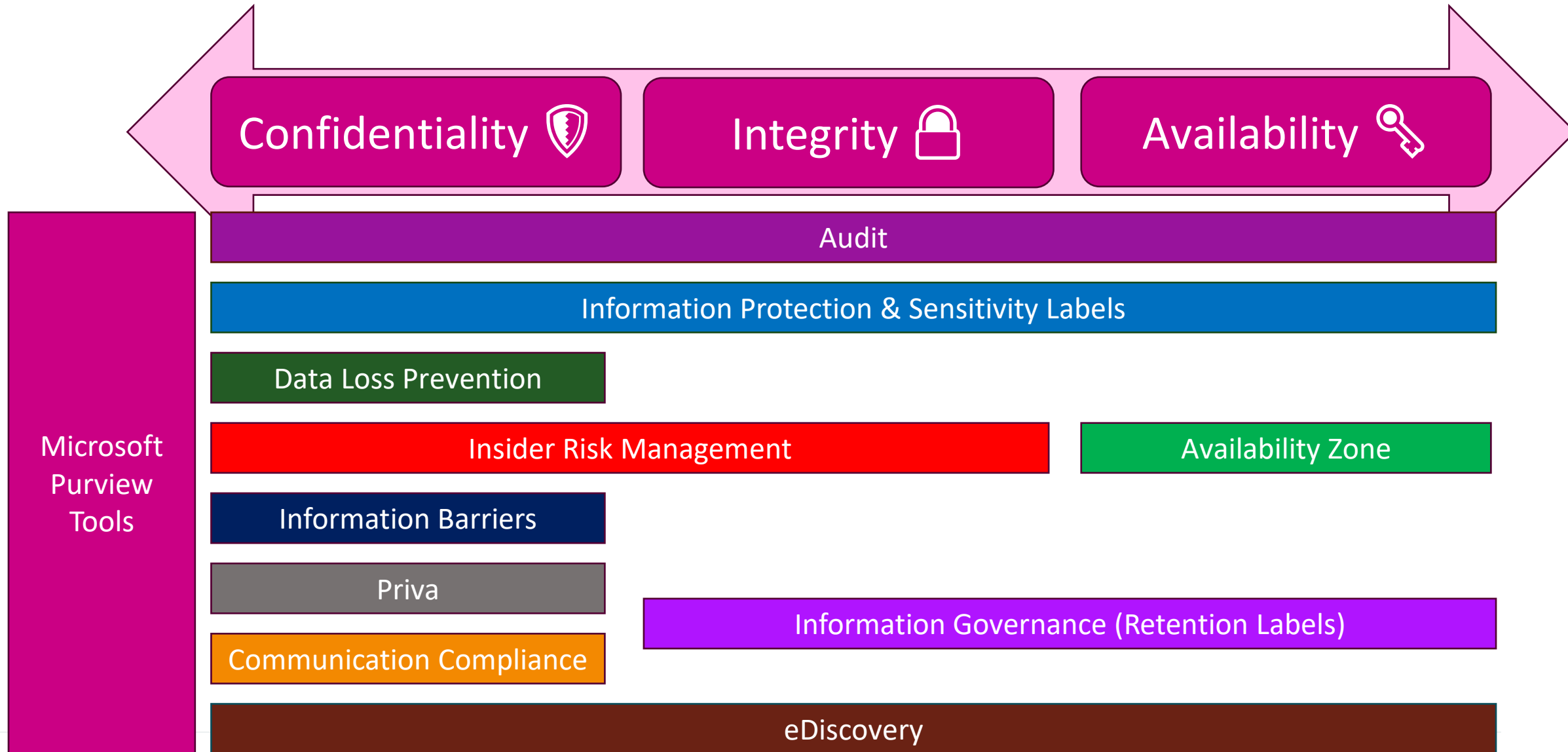
Microsoft Priva – features (additional)

- **Privacy Risk Management**
  - Identify risks associated with managing personal identifiable data (PID)
  - Implement safe and secure processes for managing personal information in the required scope
- **Subject Rights Requests**
  - Manage data subject right requests (DSARs) according to the requirements set by the GDPR legislation
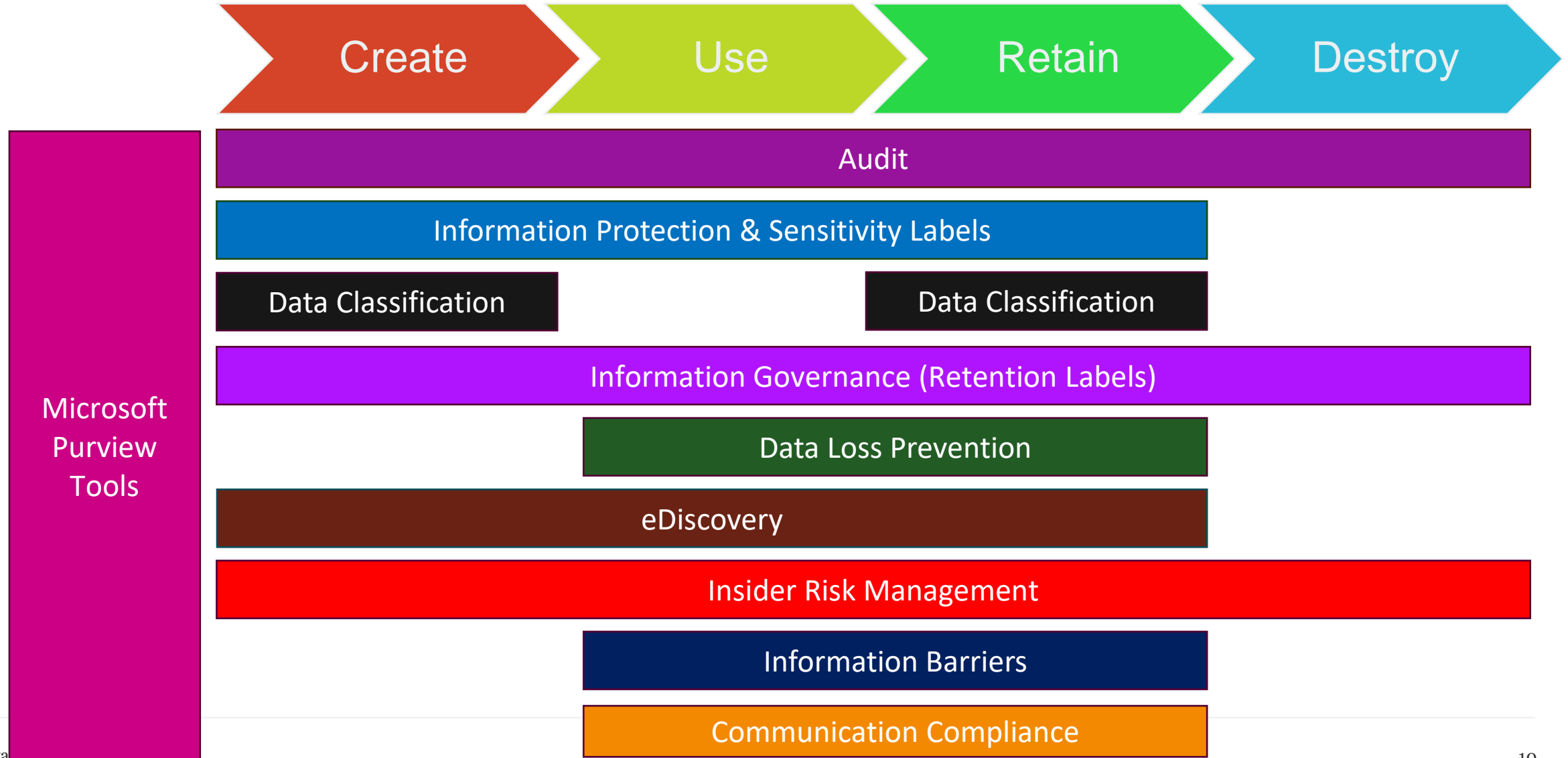

71% countries have data protection and privacy legislation[1]

Purview Tools – CIA Triad

| Confidentiality 🛡️ | Integrity 🔒 | Availability 🔑 |

Microsoft Purview Tools

Audit

Information Protection & Sensitivity Labels

Data Loss Prevention

Insider Risk Management

Availability Zone

Information Barriers

Priva

Information Governance (Retention Labels)

Communication Compliance

eDiscovery

Purview Tools – Lifecycle

Create	Use	Retain	Destroy

Microsoft Purview Tools

- Audit
- Information Protection & Sensitivity Labels
- Data Classification
- Data Classification
- Information Governance (Retention Labels)
- Data Loss Prevention
- eDiscovery
- Insider Risk Management
- Information Barriers
- Communication Compliance

Information governance licensing (consolidated)

Feature	O365 E3	O365 E5	M365 E3	M365 E5
Data loss prevention (DLP)	✔	☑	✔	☑
Azure Information Protection (AIP)	☐	☑	☐	☑
Sensitivity labeling	✔	☑	✔	☑
Message encryption and lockbox	✔	☑	✔	☑
Threat protection	✘	✘	☐	☑
Retention and records management	✔	☑	☐	☑
eDiscovery and auditing	✔	☑	✔	☑
Insider risk management	✘	☐	✘	☑
Microsoft Priva (Privacy Risk Management & Subject Right Requests)	➕	➕	➕	➕

✘ None ✔ Basic features ☐ Improved features ☑ Extensive (all) features ➕ Available as an add-on license

Note: Both O365 E3 and M365 E3 plans can be supplemented with M365 E5 Security and M365 E5 Compliance add-ons

How to get started?

- **Workshop 1**
  - Analysis of homework (with questionnaire template)
  - Overview of current information governance landscape
  - Set high-level goals for the governance implementation
  - Identify and categorize current information and data assets
    - Teams and workspaces
    - Document repositories
    - Data storage (databases and blob storage)
    - Other repositories (outside M365)
  - Identify user access requirements and roles
    - Internal use
    - External use and sharing

- **Workshop 2**
  - Information classification model
    - Required labels
    - Metadata model structure
  - Information protection
    - Confidentiality
    - Sharing limitations
    - Data Loss Prevention (DLP)
    - Conditional Access Policies
  - Information ownership
  - Map the critical information and data process flows on a high-level perspective

Results

- Documentation of current organization information and data assets including:
    - Information categorization
    - Applications used
    - User groups and stakeholder for information
    - Sharing requirements and possible Conditional Access Policies
    - Sensitivity Labels and associated rules
    - Document confidentiality
    - DLP policies

- Metadata model for documents managed in SharePoint Online

- High-level overview of critical document process flows

- Recommendation for Microsoft licensing changes

- Recommendation for implementation with work estimations and initial schedule
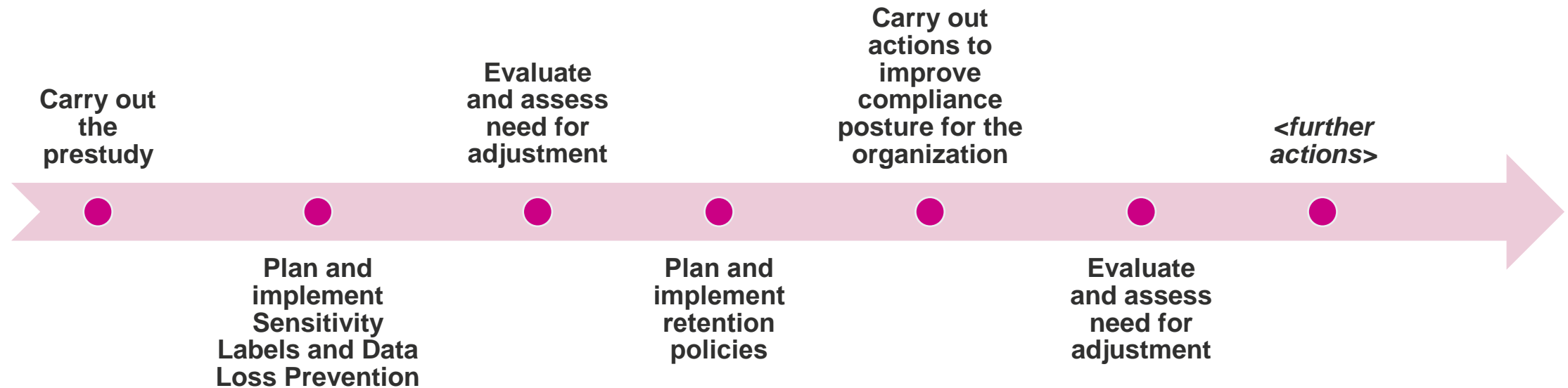
Implementation Recommendation (examples)

Action	Impact and results	Workloads affected	Estimated cost
Implement categorized Sensitivity Labels	Control access, encryption and sharing with sensitive corporate data	SharePoint, OneDrive, Exchange, Teams	8000 €
Implement DLP policies	Block PII leaks via e-mail and chat	Exchange, Teams	4000 €
Define information ownership policies	Define clear ownership and responsibility for information that is shared to other users	SharePoint, OneDrive	3000 €
Implement retention policies	Control the required storage time of content to fulfill legislation-based requirements	SharePoint, Exhange, Teams	5000 €

Information Governance roadmap (example)

- During the prestudy, important information governance actions are identified and prioritized
- Prestudy provides a roadmap and practical steps on how to progress with the development of the information governance model and policies
- Results of the prestudy helps the organization to estimate the schedule and budgeting, as well as the effect on people and processes during the information governance journey

Carry out the prestudy

Evaluate and assess need for adjustment

Carry out actions to improve compliance posture for the organization

<further actions>

Plan and implement Sensitivity Labels and Data Loss Prevention

Plan and implement retention policies

Evaluate and assess need for adjustment

Pricing of the prestudy

- **Including:**
  - Kick-off
  - Initial workshops (1 & 2)
  - Documentation and proposal for implementation included in price
  - Results review

- **Total price:** 7 500 eur (VAT 0%)

Initial prestudy schedule estimation

Week 1: **Kick-off**	→	Week 1: **Workshop #1**	→	Week 2: **Workshop #2**	→	Week 3: **Documentation and results**	→	Week 4: **Presenting results**

- The prestudy is designed to offer the organization an easy way to get started on improving the information governance strategy, as well as help to evaluate the scope of required and recommended actions

- Prestudy can be expanded with additional workshops, if the need for additional topics comes up during the initial discussions or kick-off

The tech company
with people at heart

advania

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- **BEFORE USE**
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  - Please go through the deck and remove any slides that are not relevant to the presentation you are creating.
  - You can also re-order the slides based on the requirements of your presentation.
  - Read the Do's and Don'ts on the next couple of slides before starting your presentation.

- By following these guidelines, you will create PowerPoint presentations that align with our brand identity and communicate a professional image to your audience.
- Consistency is key, so always refer to our Advania brand guidelines when creating presentations for our organisation.

Template Instructions

DO

- **Slide layouts:** Familiarise yourself with the available slide layouts for different content types and colourways.

- **Customise content:** Replace default content with your own text, images and data. Maintain font styles, sizes and colours as per the template.

- **Use brand colours:** Use the full spectrum of colours on the slides available but do so in a way that helps you define different sections.

- **Stick to brand typeface:** Use our secondary typefaces when working in applications such as Word, PowerPoint or Outlook/Mail. (System fonts Georgia for titles, Arial for body copy).

- **Add personality with imagery:** Use the image slides to bring a bit of personality to the deck.

- **The Advania Logo:** The Advania logo features on each slide of the template – ensure this is always visible and isn't covered by your content.

- **Be consistent with bullet points:** Make sure you use the hexagonal bullet points in one of the brand colours.

DO

- **Add charts and graphs:** Use PowerPoint's tools for data visualisation, aligning chart colours with our brand.

- **Include simple transitions and animations:** Keep transitions and animations simple and consistent.

- **Proofread and review:** Check for errors in spelling, grammar and formatting. Ask a colleague for feedback.

- **Save and share:** Save with a descriptive file name. Save and share as a PDF for consistent formatting across devices.

- **Stay updated:** Make necessary adjustments if there are updates to the branded template.

- **Final check:** Verify the presentation's correctness and adherence to Advania's brand guidelines before presenting.

- **Send feedback:** Tell us markkinointi@advania.com if you spot an error in the deck.

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DON'T

- **Change the typefaces:** Use Georgia for titles and Arial for all body copy – these are our system fonts for use when working in applications such as Word, PowerPoint or Outlook/Mail.

- **Change theme colours or introduce new ones:** These have been picked for accessibility and brand reasons.

- **Move, change or cover the logo or icon:** If you need maximum space, please choose the blank slide. The logo or icon should be on every slide.

- **Mix and match slide colours within a section:** If your section starting slide is purple then only use purple slides in that section. Section break slides are provided to separate content and alternate colours.

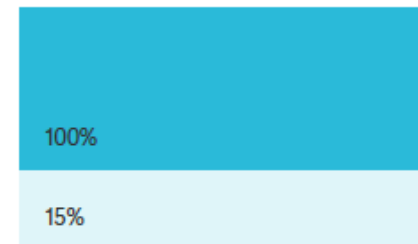# Advania Colour Palette *Remove this slide before use

Indigo
C 16 M 47 Y 0 K 53
R 79 G 0 B 119
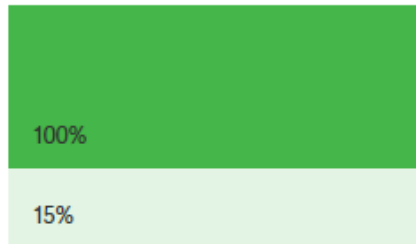#4f0077
Pantone 2607 C
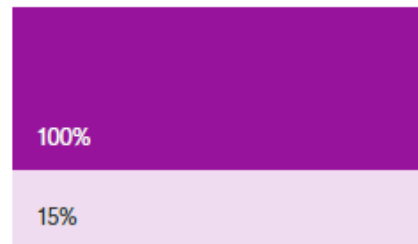
Purple
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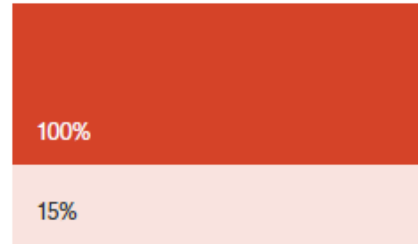R 152 G 19 B 156
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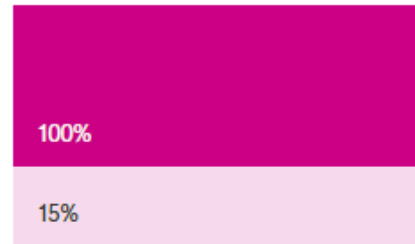
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Pantone 233 C

Blue
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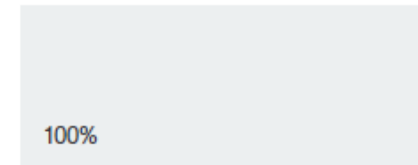#2abad9
Pantone 298 C

Green
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R 69 G 18 B 73
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Pantone 7738 C

Orange
C 0 M 57 Y 68 K 16
R 213 G 67 B 40
#d54328
Pantone 173 C

Dark Grey
C 0 M 0 Y 0 K 81
R 48 G 48 B 47
#30302f
Pantone Black C

Light Grey
C 2 M 0 Y 0 K 6
R 236 G 239 B 240
#eceff0
Pantone 656 C

Order of colours used:

Indigo
Purple
Pink
Blue
Green
Orange

The primary colours can be used at 100% opacity on typography, and at 15% opacity for passive background colours where needed.

The neutral colour palette is there to extend the passive colours within the branding. It includes the dark grey from the Advania logo, along with a light grey to compliment.