INFORMATION COMPLIANCE WORKSHOP

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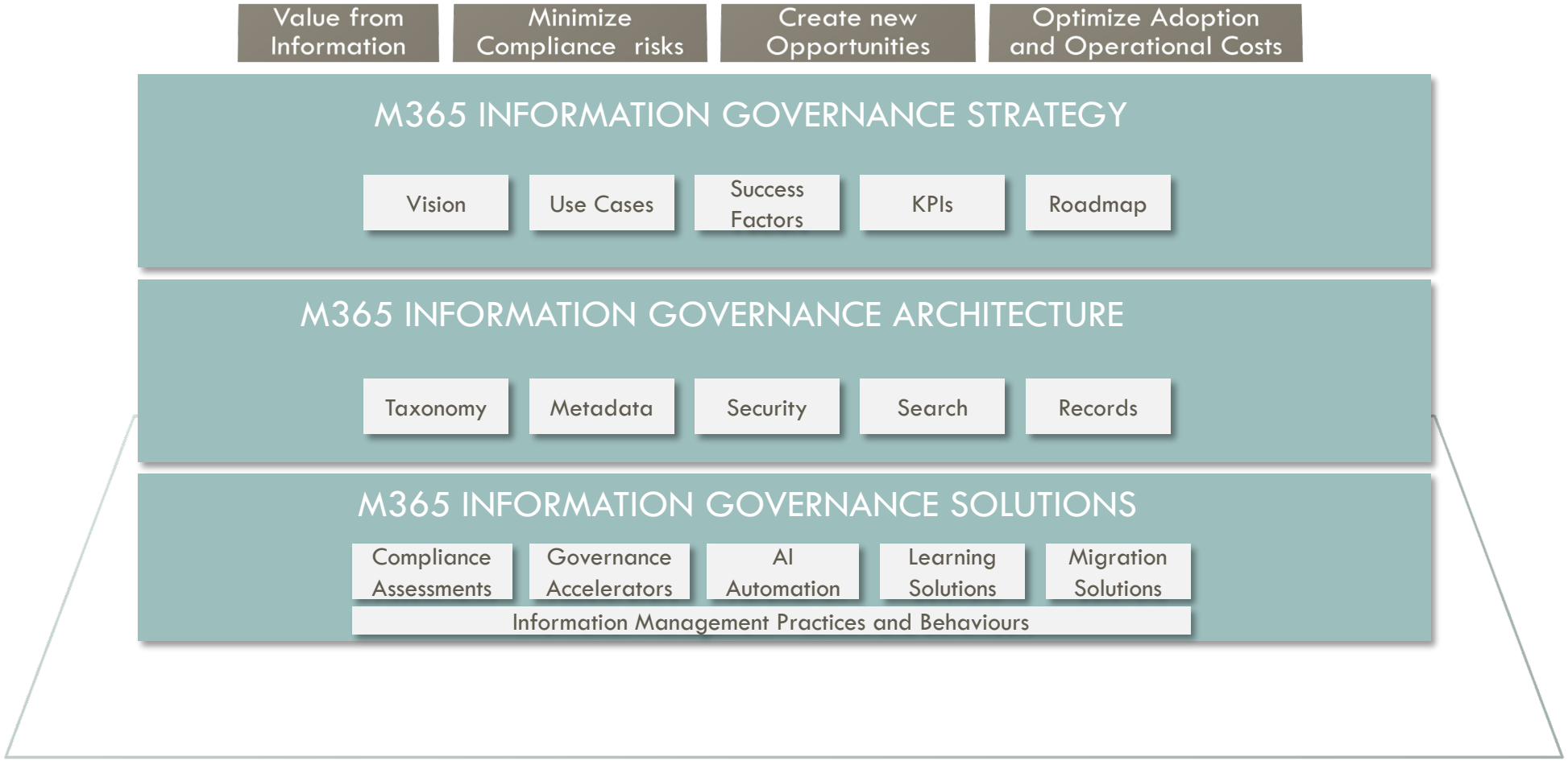
INFOTECHTION SERVICES



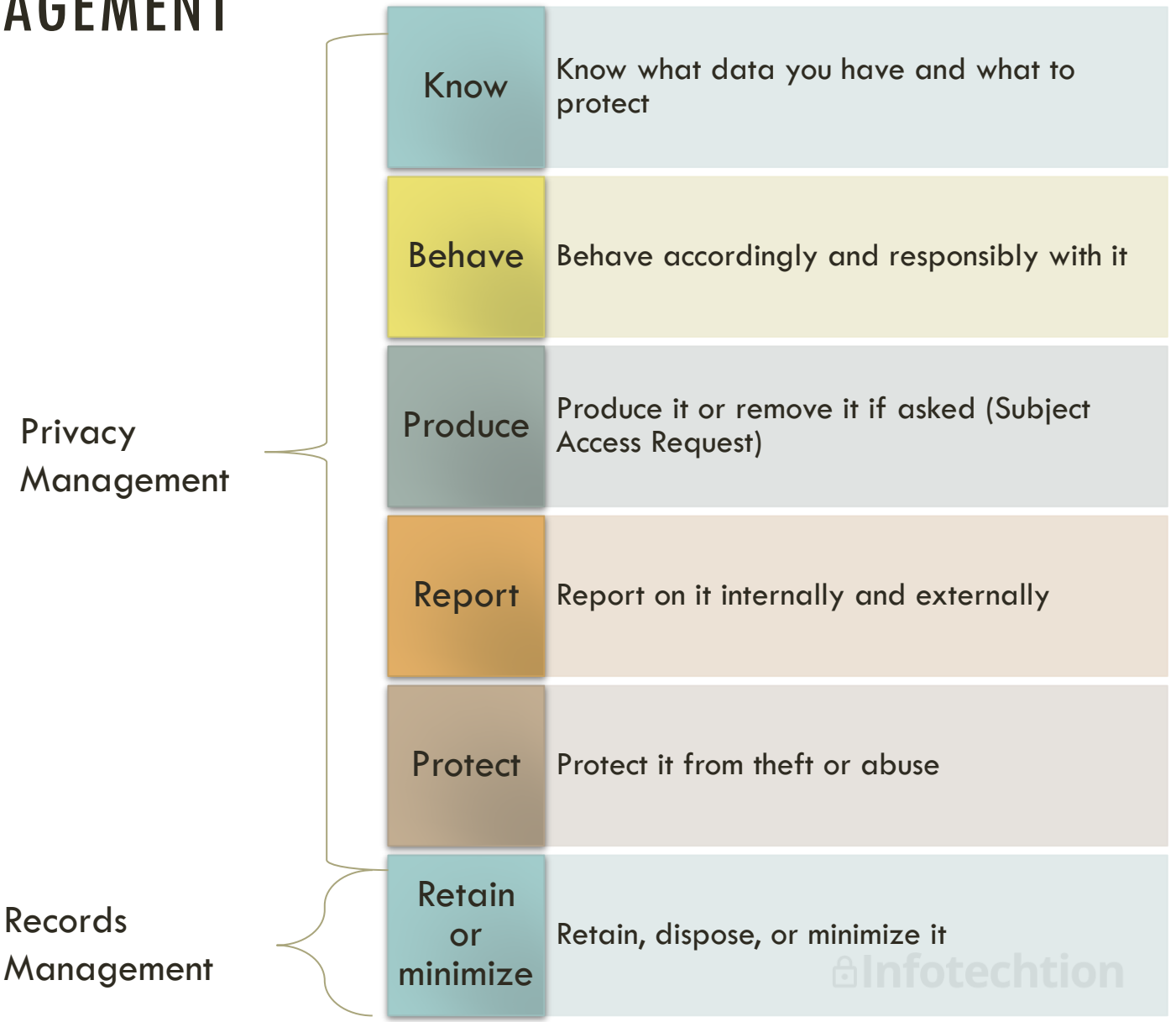
KEY GOVERNANCE CHALLENGES

- Rapid shift in how people work
- Cost of breaches and regulations
- Balance security with productivity
- Correlating various signals to assess risk
- Struggle with ‘dark data’
- Complex patch work of ‘bolt-on’ solutions

INFORMATION + RECORDS MANAGEMENT = INFORMATION GOVERNANCE

Criteria based on

- Laws & regulation (SEC, CCPA, GDPR)
- Industry standards (ANSI, ISO)
- Company policy (RM, E-mail, BYOD, IT Security)
- Business operational requirements and processes
- Best practices



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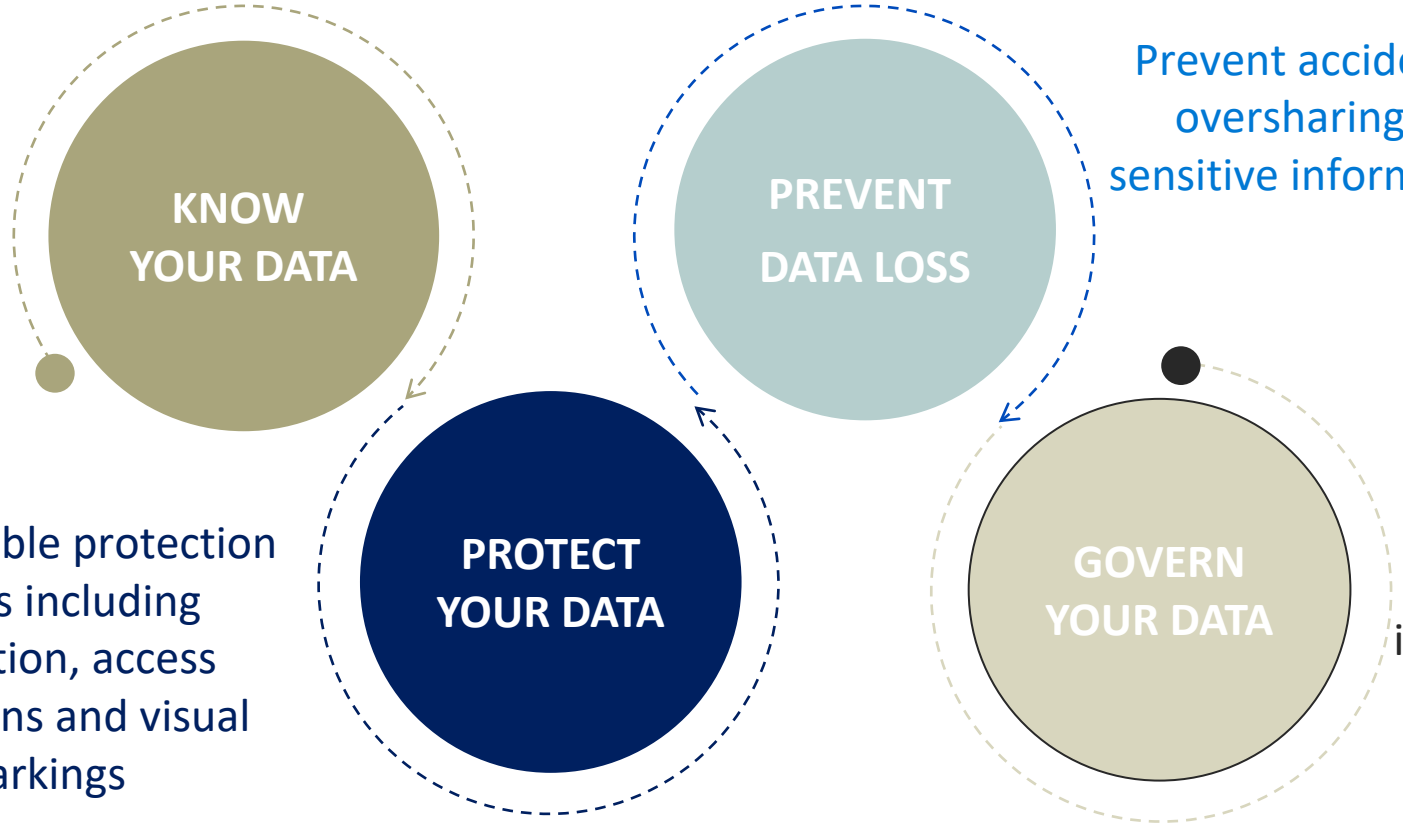
INFORMATION COMPLIANCE

Protect and govern data – **wherever** it lives

Understand your information landscape and identify important information across your hybrid environment



Prevent accidental oversharing of sensitive information

Apply flexible protection actions including encryption, access restrictions and visual markings

Automatically retain, delete, and store information and records in a compliant manner

Powered by an intelligent platform

Unified approach to automatic information classification, policy management, analytics and APIs

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ESTABLISH INFORMATION RISKS AND OPPROTUNITIES TO CREATE VALUE

MICROSOFT + INFOTECHTION COMPLIANCE WORKSHOP

Pre-Engagement

Define scope, critical success factors, identify stakeholders and align expectations to guide workshop and deliverables

Compliance Check

Qualitative and Quantitative assessment of your Information landscape in Microsoft 365 leveraging Infotechtion maturity assessment framework and trial E5 Compliance licenses

Workshop Day

Deliver maturity assessment and compliance check outcome, including 'Day in a life' based demonstration of Information protection and Governance capabilities integrated with Critical Success Factors.

3 – 4 Week

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INFOTECHTION COMPLIANCE ASSESSMENT IN DETAIL

Pre-engagement call

Goals:

- Introductions
- Define engagement scope
- Identify right stakeholders
- Engagement scheduling
- Align expectations & next steps

Discovery session

- Capture use cases and maturity goals

Compliance Check Kick-Off

Goals:

- Kick-off meeting
  - Goals, scope and deliverables
  - Engagement tools
  - Expectations and next steps

Technical Setup

Goals:

- Set-up Compliance Check license
- Configuration

Compliance Check Results report and Recommendations

Goals:

- Exploration of reports with customer
- Prepare Compliance Check Results report and Recommendations
- Governance Maturity assessment

Microsoft Compliance Overview

- Kick-off the day with the overview of Compliance in Microsoft 365
- Presentation – Customer's current state of Information maturity

Compliance Check findings

- Present Compliance Check Results report and Recommendations

Customer Immersion Experience

- Show & tell: 'Day in the life off'

Roadmap and next steps

- Define blueprint and establish business case

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ABOVE AND BEYOND THE COMPLIANCE CHECK

Discovery session

CAPTURE USE CASES AND MATURITY GOALS

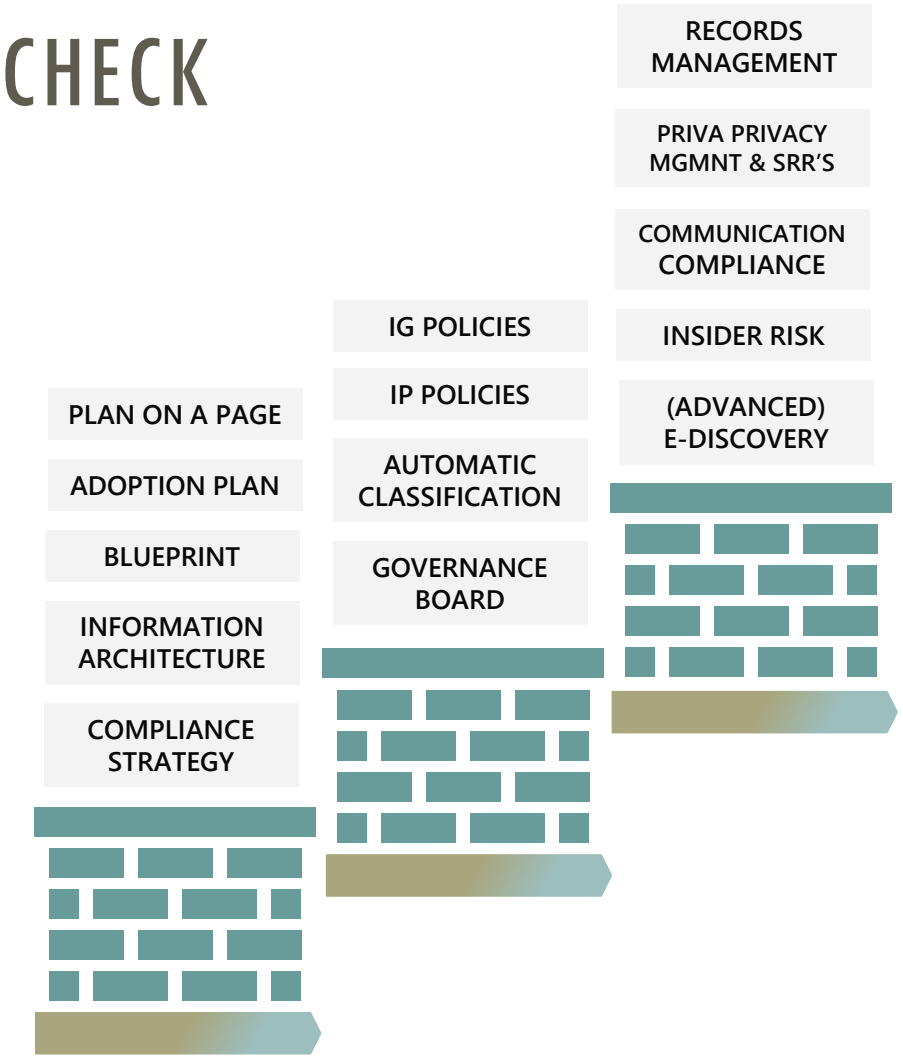
- ✓ Identify business risks and owners
- ✓ Sharing of good practices and pain points of similar organizations
- ✓ Specify use cases and map these to stakeholders
- ✓ Prepare the customer early on for taking a 'big bucket' and automated approach to governance and compliance

Roadmap and next step

DEFINE THE BLUEPRINT AND ESTABLISH THE BUSINESS CASE

- ✓ Provide outline of the Infotechtion Compliance Blueprint (to be completed and maintained)
- ✓ Establish business case for Governance Board
- ✓ Define roadmap of work-streams leading to establishing a proper information archi-tecture to subsequently roll out Compliance center solutions

ABOVE: LAYING THE FOUNDATION FOR ORGANIZATIONAL ADOPTION



BEYOND: FUTURE ENGAGEMENTS FOLLOWING OUR APPROACH

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A DAY IN A LIFE – VALUE OF AUTOMATED COMPLIANCE AND GOVERNANCE

Key Outcomes:

- Lifecycle management through retention policies
- M365 AI capabilities configured to work with File content and context to identify records without user intervention
- AI based auto discovery of sensitive information and recommendation to improve compliance with reduced effort

Microsoft365

DAY IN THE LIFE - GUIDELINE REVIEW WORKFLOW

Diego is working on drafting updates to the enterprise Health and Safety guideline. The guideline needs a leadership review and then published out on the company intranet, once published this will supersede previously published guideline.

Guideline Update

Diego has drafted the updated guideline. He has shard the document for review with a link in Teams channel. All reviewers @mentioned and also email has been sent. The notification and the email includes link to the policy for review.

Guideline Review

Diego chairs the virtual guideline review call on Microsoft Teams. All reviewers have added comments directly to a single document instead of sending comments in email. The review meeting is be recorded, automatically stored with classification 'Executive Meeting Record'.
All minutes of the meeting are recorded in the Team and they all receive the classification - 'Executive Meeting Record'.

Guideline Approval

The meeting concludes with endorsement for the guideline document.

Outcome:

- All information related to this event is stored in a single SharePoint library connected to the Microsoft Team
- Entire engagement managed through Teams reducing email clutter.
- All documents receive automated classification based on the automated policies configured in Compliance Centre
- The Microsoft device and information protection policies prevent important files from being shared with personal accounts or sharing with external recipients.
- The approved guidance document is classified as approved through metadata.

Guidance Publication

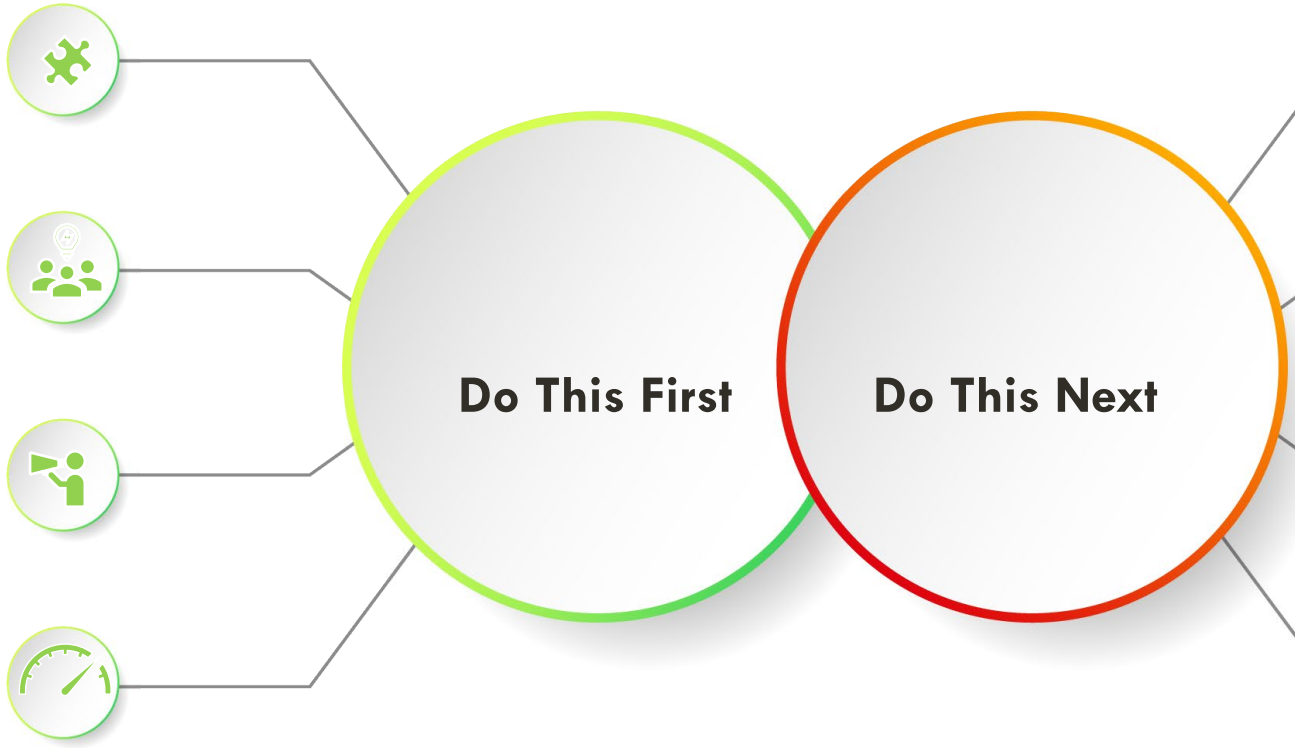
- The new guideline is published on the intranet
- The classification 'Executive Meeting Record' is associated with a record label published from M365 Compliance Centre
- The Publishing event automatically triggers disposition review workflow for the old guideline
- The new guideline is locked from Editing or deletion as it is a Record until it is superseded by a new guideline

new approved Health & Safety guideline

Let's get started!

Sensitivity Labels | Retention Labels | DLP. Sensitive Info Types | Insider Risk | eDiscovery

PRACTICAL APPROACHES TO START THE JOURNEY



Strategy which includes governance implementation plan

Critical Use cases validation via early business POCs

Design the architecture, governance structure, responsibilities, and new ways of working

Establish Key metrics and KPI to measure Information maturity and Compliance

Extend compliance to manage compliance in other collaboration services

Machine learning capabilities to identify and classify important information

Leverage AI solutions to Migrate important information from 'content silos' to a compliant platform

Continue to improve your governance maturity to 'step change' user adoption experience

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WHY INFOTECHTION ?

Combining practitioner Change and Adoption capability with a deep understanding of M365 and Information Governance solutions and common adoption challenges.

Our team excels in integrating people, process and technology to delight users and effectively manage changes

- A deep understanding of M365 products and solutions
- Collaborating closely with your team to define the best approach for your company
- Providing clarity of change processes, expectations and progress
- Maximising awareness and preparing users for the change journey

Extensive experience in educating users on how to unlock the value of M365 and information assets

- A continuous awareness on the importance of information governance
- Training on how to best use M365 tools within the context of your company to achieve compliance
- Lessons learned from previous experiences that will help mitigate potential road-blocks

Simplified and effective communication

- Provide communication that is easy to understand throughout your entire organisation
- Ensure a stress-free adoption journey by providing easy to follow instructions
- Constantly apply improvements based on feedback received from end users

Proactively manage resistance and sustain changes

- Build strong relationships with leaders to sponsor and advocate for the change
- Establish a strong champions network to facilitate the change and help with managing resistance
- Apply standardised ways of working to guarantee adoption continuity and efficiency

KEY DELIVERABLES

Customer Qualification Pre-requisite

- **Existing Office/M365 customers:** > 25% Exchange Online and SharePoint Online usage for Compliance Workshop.
- Estimated 8 hrs. of key business stakeholder availability over 3-week period
  - Compliance Office
  - Records Management
  - Legal / Litigation
  - Business change
- Estimated 24 hrs. over 3-week period from the M365 IT Compliance Centre administrator
- Microsoft E5 / E5 Compliance / E5 Information Protection and Governance trial licenses activated in production tenant

Key Infotechtion Deliverables

- A current Compliance state and Information maturity assessment
- A report outlining recommended activities to quickly improve current state (improve governance and compliance with reduced burden on business users)
- Customer Immersion Experience:
  - Demonstrate the value of advanced Microsoft 365 licenses to improve Information compliance and business value out of information
- A roadmap for technology and business adoption and recommended M365 license / features to achieve the improvements

FREQUENTLY ASKED QUESTIONS - CLIENTS

Please find an updated list of FAQ's asked by clients here.

https://www.infotechtion.com/m365complianceworkshop

FREQUENTLY ASKED QUESTIONS - MICROSOFT

Question	Answers
What is the difference between Infotechtion delivered workshop and Microsoft cloud workshop	Additional services include: • A framework based current Information Governance maturity assessment • Customer training of key resources on core capabilities included in the workshop • Joint development of vision and goals to support the improvements • Establishing the business case for creating and maintaining a compliance blue print and governance board • Suggest a change and adoption approach focussed on end user adoption of protection and retention capabilities.
What will be the key outcomes of the workshop?	• A high level data map of your sensitive information • Current state assessment and benchmark maturity against industry standards • A high level business case for improving your Governance and Compliance maturity with use of advanced Microsoft licenses and/or Azure consumption (E5, E5 compliance add-on, E5 security add-on, Microsoft Priva, Viva Topics, SharePoint Syntex, Azure ML)

THANK YOU

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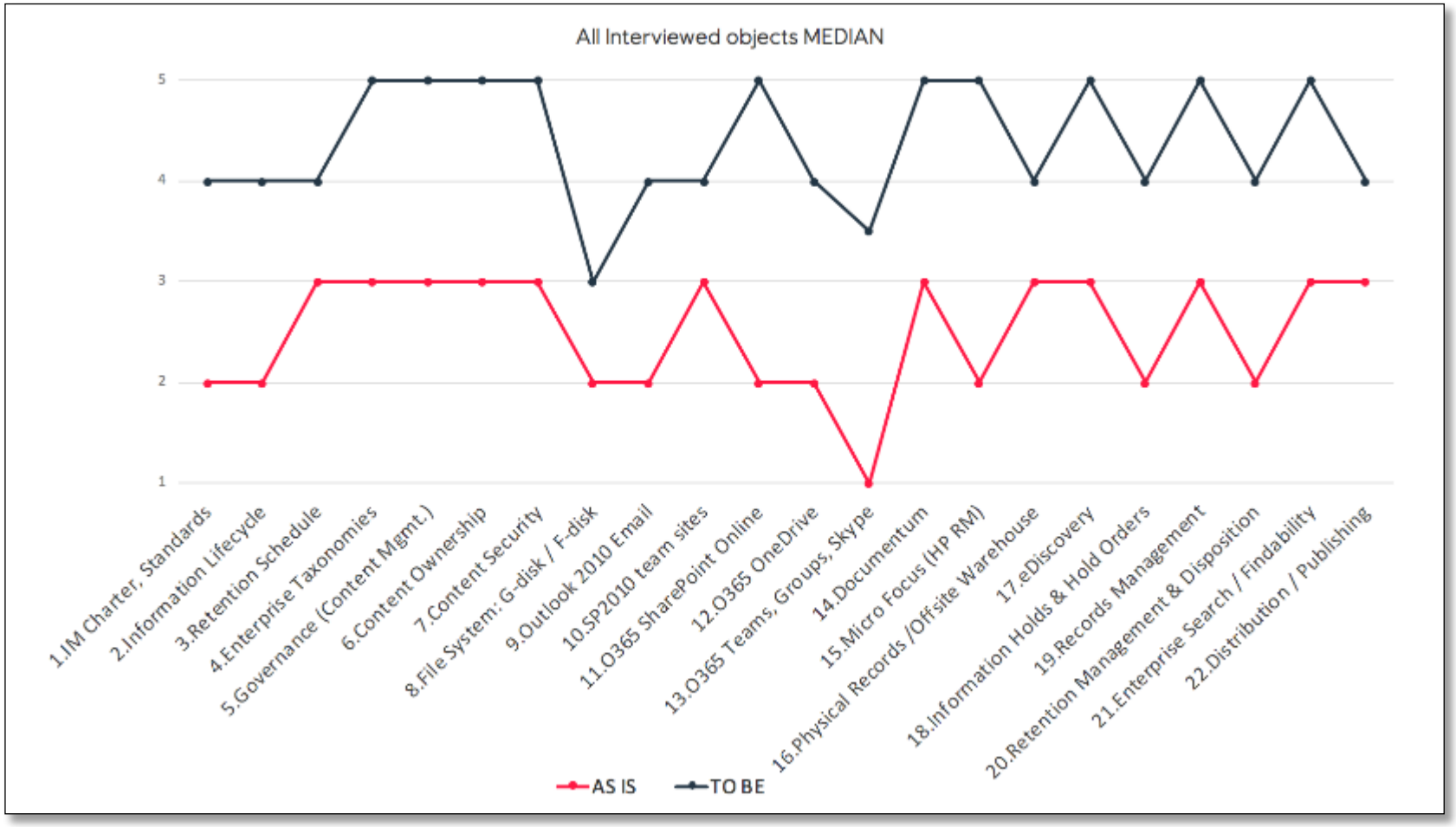
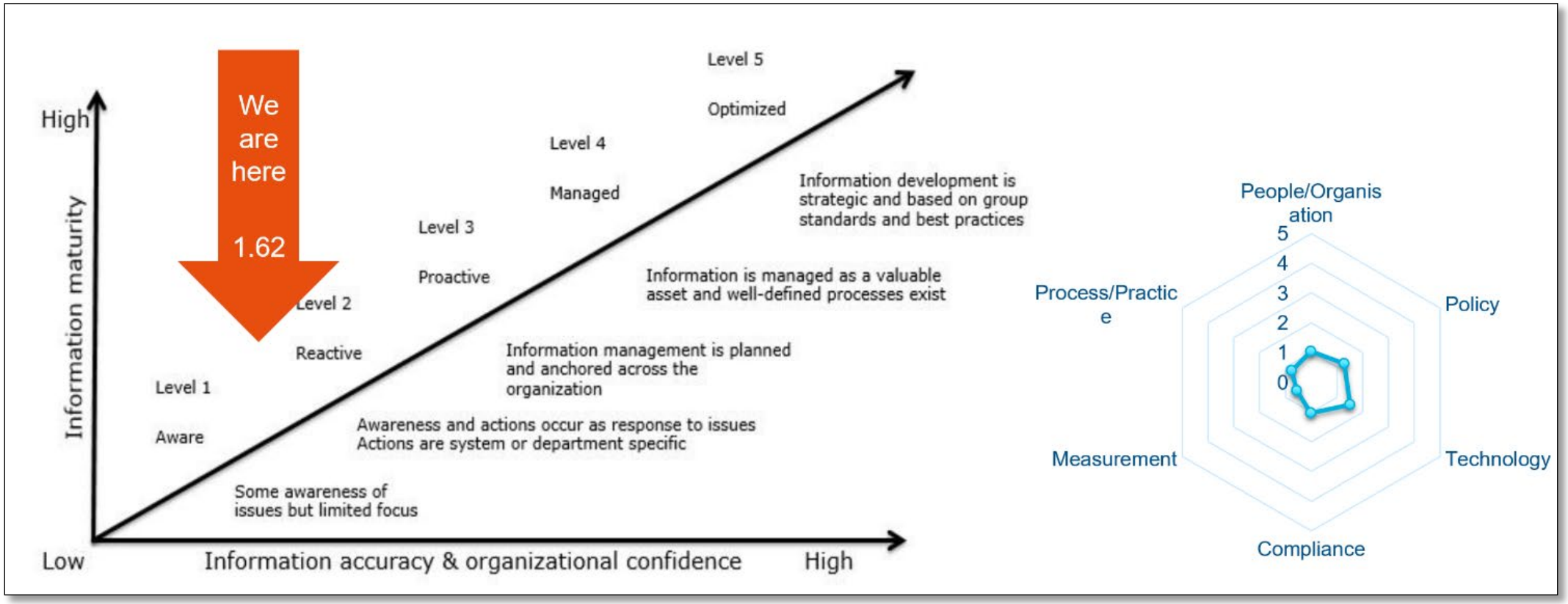
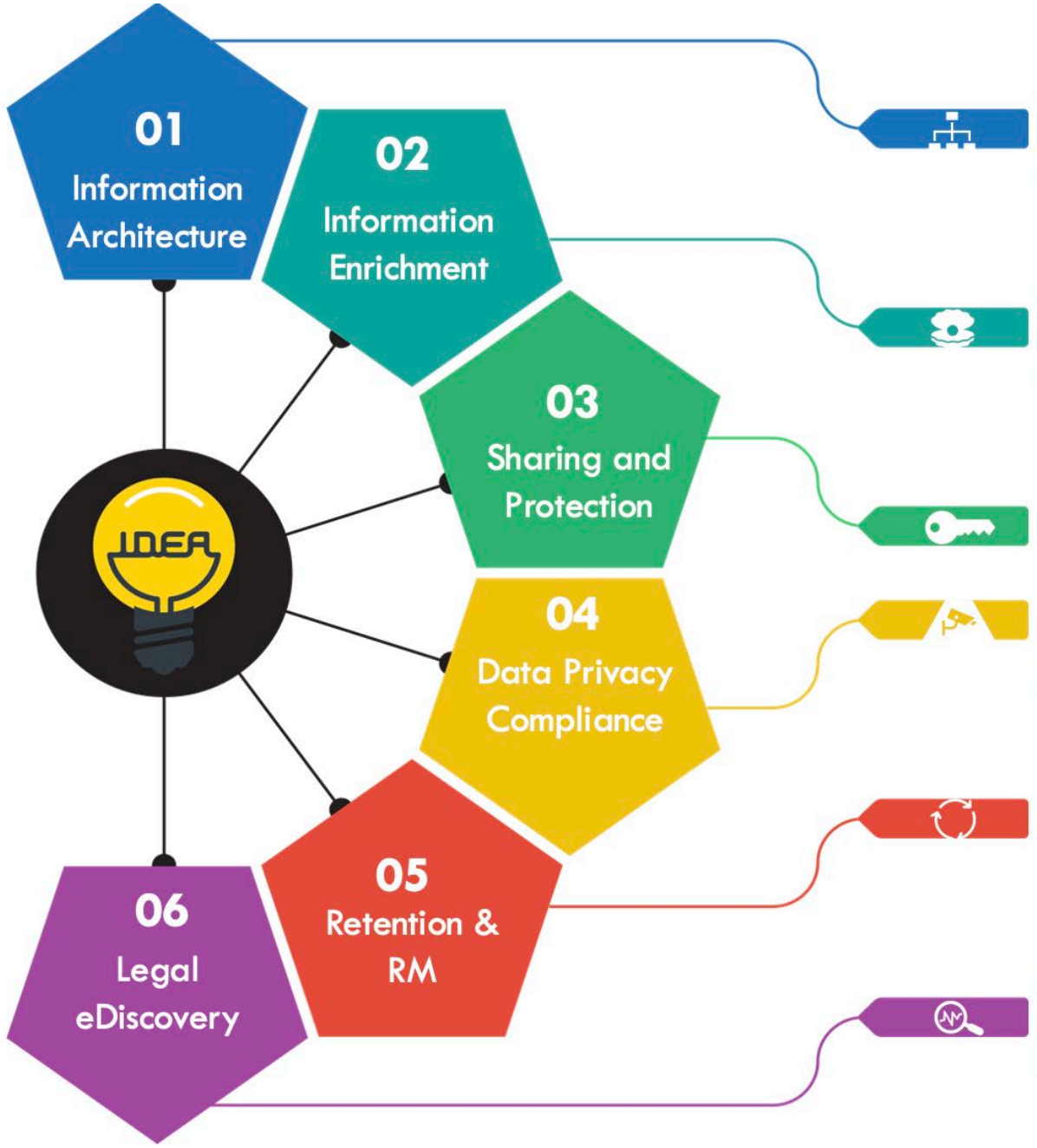
GOVERNANCE MATURITY GAP ANALYSIS



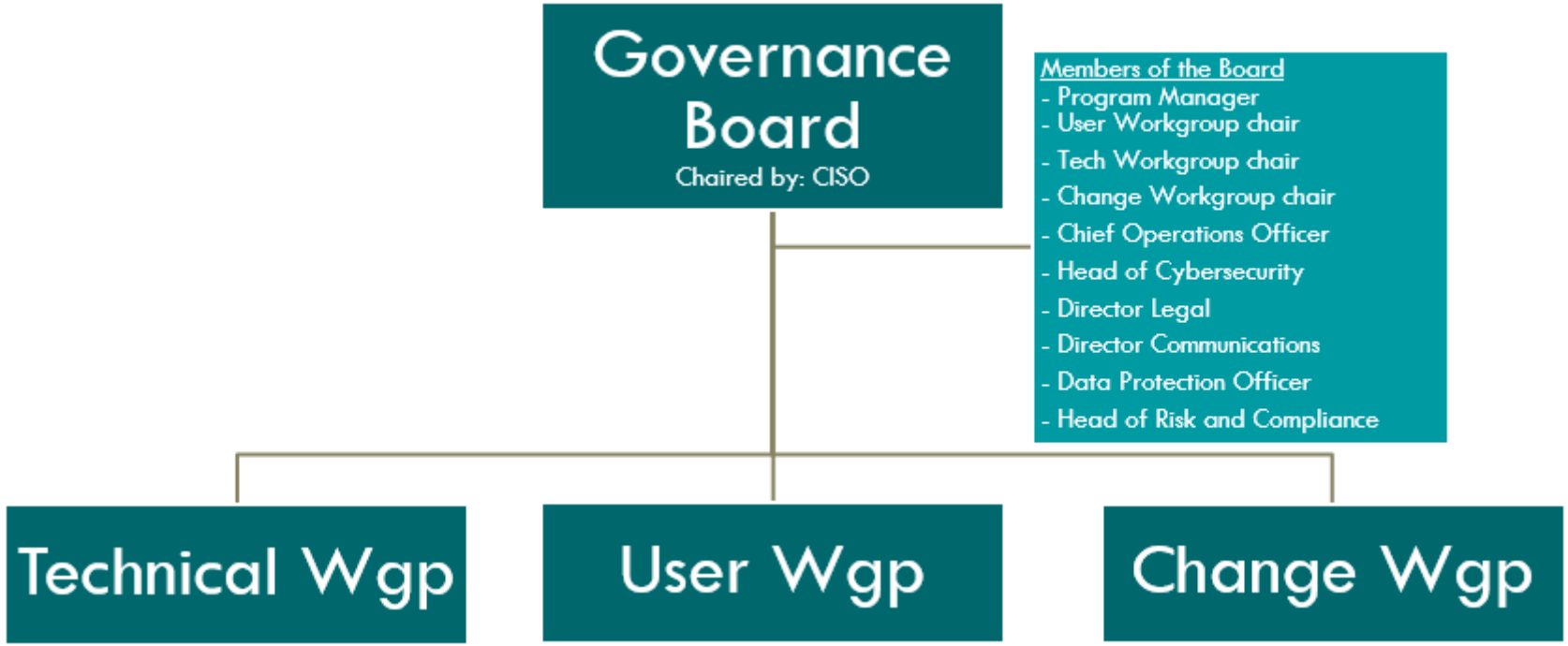
INFORMATION MANAGEMENT MATURITY ASSESMENT



ARCHITECTURE AS FOUNDATION FOR AUTOMATION



ESTABLISHING A GOVERNANCE BOARD



REDUCE OPERATING COSTS AND RISKS

Example of business case in USD for moving legacy Records and Case management into M365

1500 users	2022	2023	2024	2025	2026	2027
Project cost	600,000					
E5 Compliance add-on licenses	40,000	140,000	140,000	140,000	140,000	140,000
Migration costs	150,000					
Legacy ECM costs		-500,000	-500,000	-500,000	-500,000	-500,000
TOTAL	**790,000**	**-360,000**	**-360,000**	**-360,000**	**-360,000**	**-360,000**

Return of investment: USD 1,010,000

Climbing the ladder of success

Leverage Infotechtion expertise to build on the opportunity presented by information governance changes in M365 – activate an integrated communication strategy with both technology and business enablement.

Business enablement: Drive adoption of tools and implement KPIs to ensure the value of changes are realised and engagement metrics utilised. 4

Technology enablement: enable the applications by building understanding of the functionality and use cases for key groups. Ensure applications are properly integrated into the architecture, leveraging Viva connections for a seamless communications experience and single interface through Teams 3

Communication Architecture in M365: Develop or affirm an integrated and sustainable communication design based on available MS tools (looking beyond Outlook and basic intranet) 2

Establish IG programme: build an architectural foundation for using Microsoft tools to manage information according to the agreed IG Strategy and implement improved information management practices across the organisation. 1

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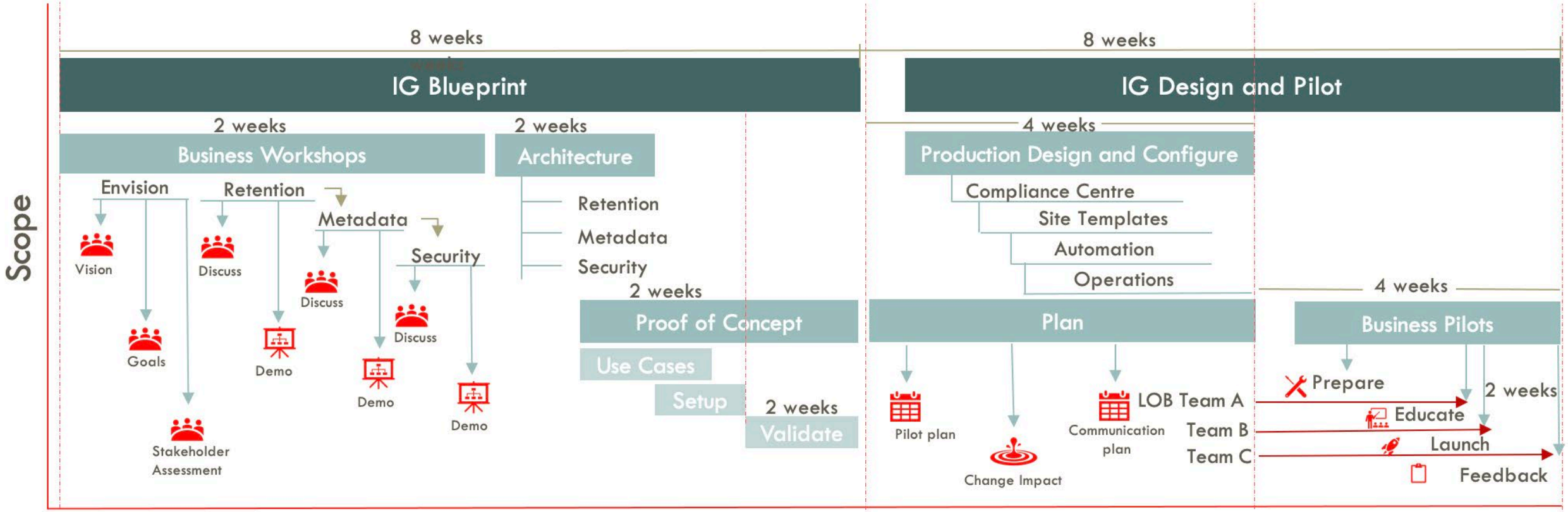
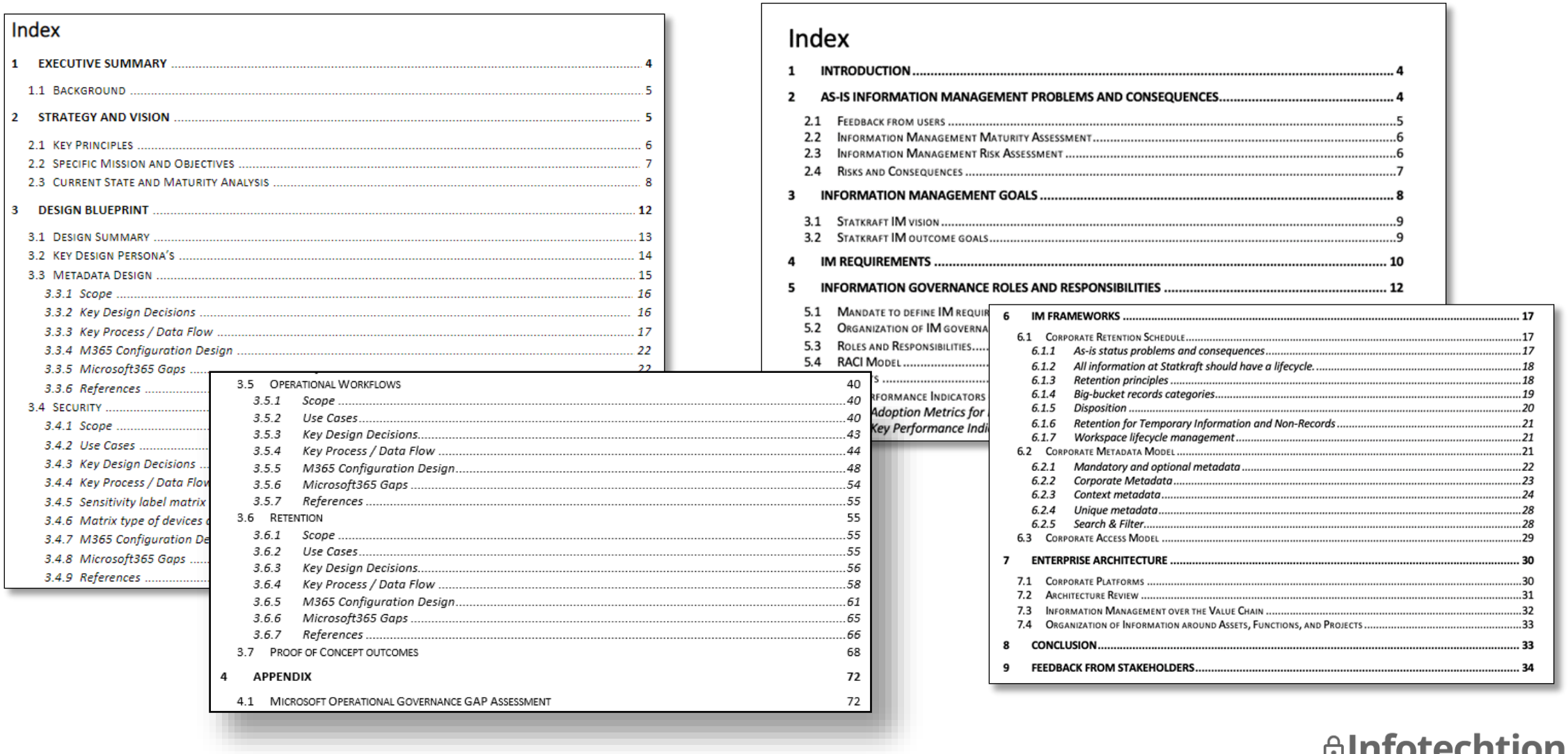
IMPLEMENTING INFORMATION GOVERNANCE



Example of an implementation plan after compliance assessment

INFOTECHTION COMPLIANCE BLUE PRINT



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