

INFORMATION PRIVACY,
PROTECTION &
GOVERNANCE IN
MICROSOFT 365

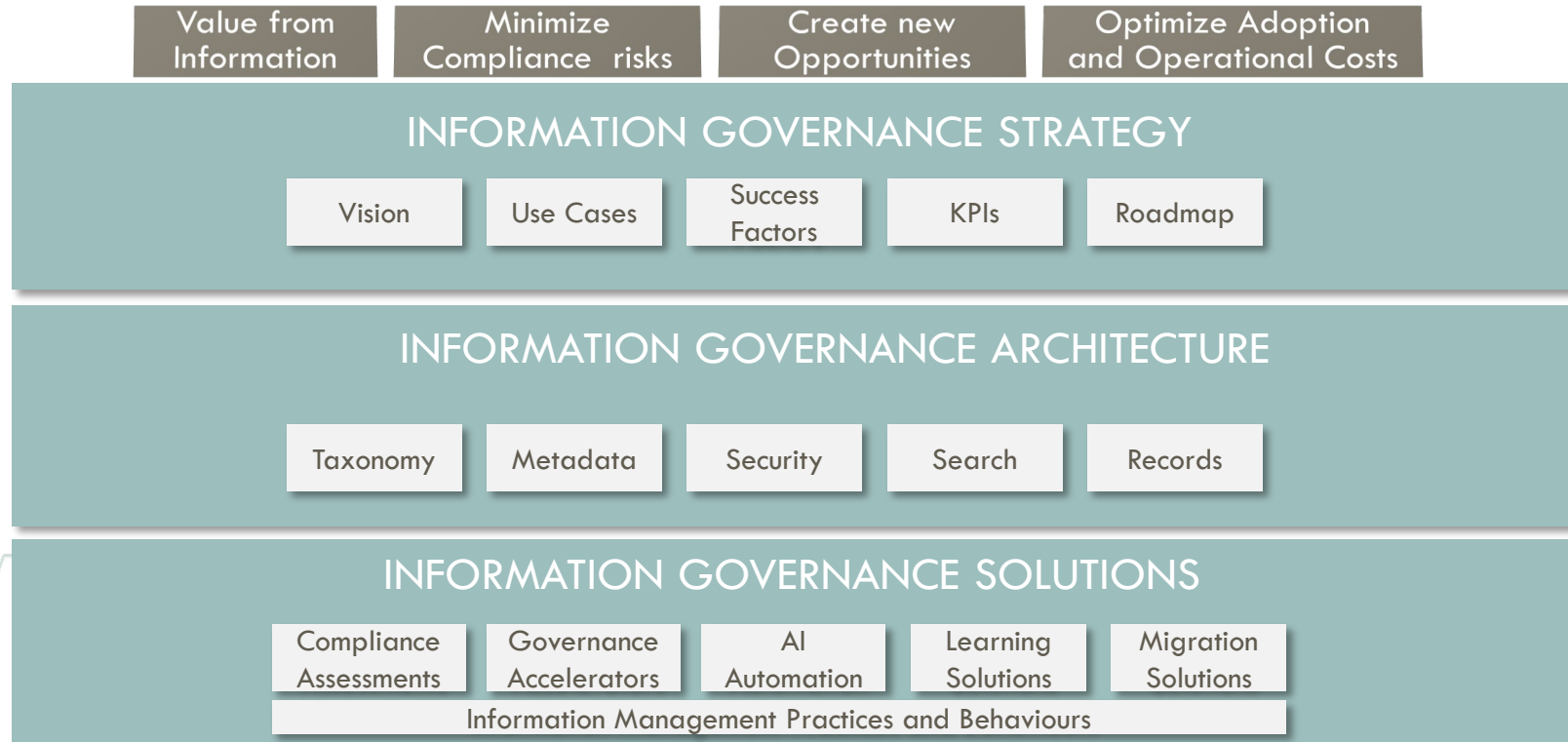


STRATEGY CONSULTING

 **Infotechtion**

OUR SERVICES

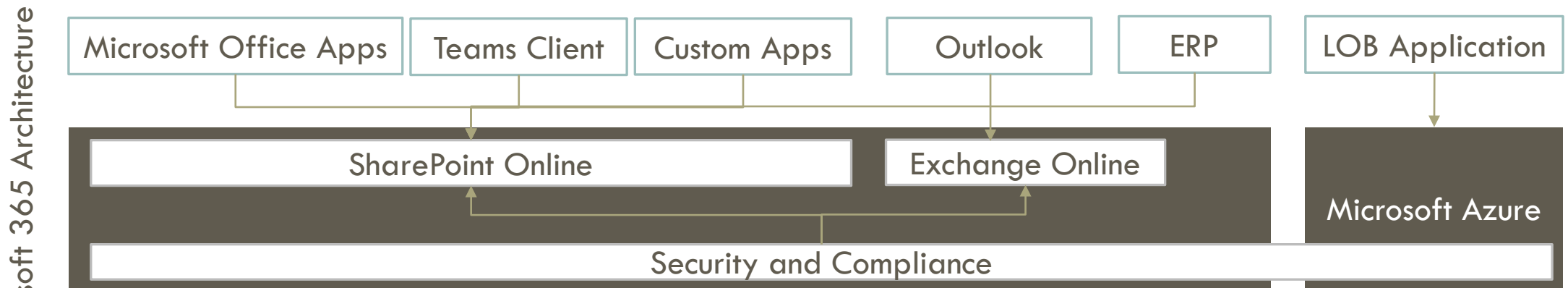
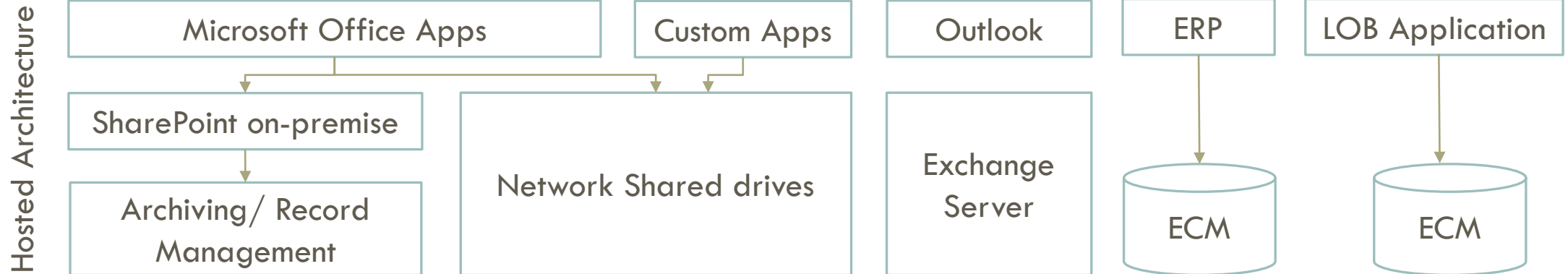
Infotection is a vendor independent consulting firm specializing in information governance and protection for Microsoft 365 and beyond.



"I consider Infotection one of the leading experts in Microsoft information governance. Their staff work closely with our enterprise customers to maximize customer investment in Microsoft products especially Microsoft information protection and governance to enable increased levels of compliance for customer information in Microsoft 365."

Principal Engineering Manager, S+C Engineering, Microsoft.

THE CONTEXT: ARCHITECTURAL TRANSITION TO CLOUD



WHY INFORMATION PROTECTION & GOVERNANCE?

Ensure information availability, trustworthiness, and completeness:

- Is it easy for people to find the correct Teams or site to store or discover information? (E3)
- Is it easy for people to find all relevant information across multiple Teams or sites? (E3)
- Is it easy for people to trust the information they find in Teams and sites? (E5)

Reduce operational risks and costs:

- Is M365 compliant with business requirements for defining information ownership, security classification, retention, etc? (E3/E5)
- Is M365 configured to manage compliance with regulations like GDPR defining how information about people should be managed, e.g. data minimization and storage limitation? (E5)
- Is M365 compliant-by-design, e.g. not require users to manually identify, capture, and classify all records? (E5)
- Is M365 able to replace legacy content management systems, e.g. records management/archiving? (E3/E5)
- Is it easy to discover and manage information exfiltration scenarios and manage your insider risks related to loss of enterprise value? (E5)

One of our clients paid more per year for OpenText Documentum with 1500 users than E5 Information Protection & Governance for 30,000 users

WHAT ARE THE ORGANISATION BUILDING BLOCKS?

Governance Building Blocks



Records Management

Establishing the information lifecycle to support management of important information and its long term preservation.



Practices and Behaviours

Building IM capability within the business, embedding IM best practices and fostering IM behaviours



Legal and Compliance

Driving compliance across the entire IM Lifecycle related to governing the privacy, sharing and protection of important information.



IT and Security

Maximising existing tools and spearheading deliver of technology products that drive forward-looking IM aspirations

Information Lifecycle

Create & Receive

Information created by the business / received from third party

Identify & Classify

Information & requirements identified, information classified & labelled

Store & Maintain

Information stored and organised for easy retrieval

Retrieve

Information made available for easy access, retrieval and sharing

Use

Information used by business

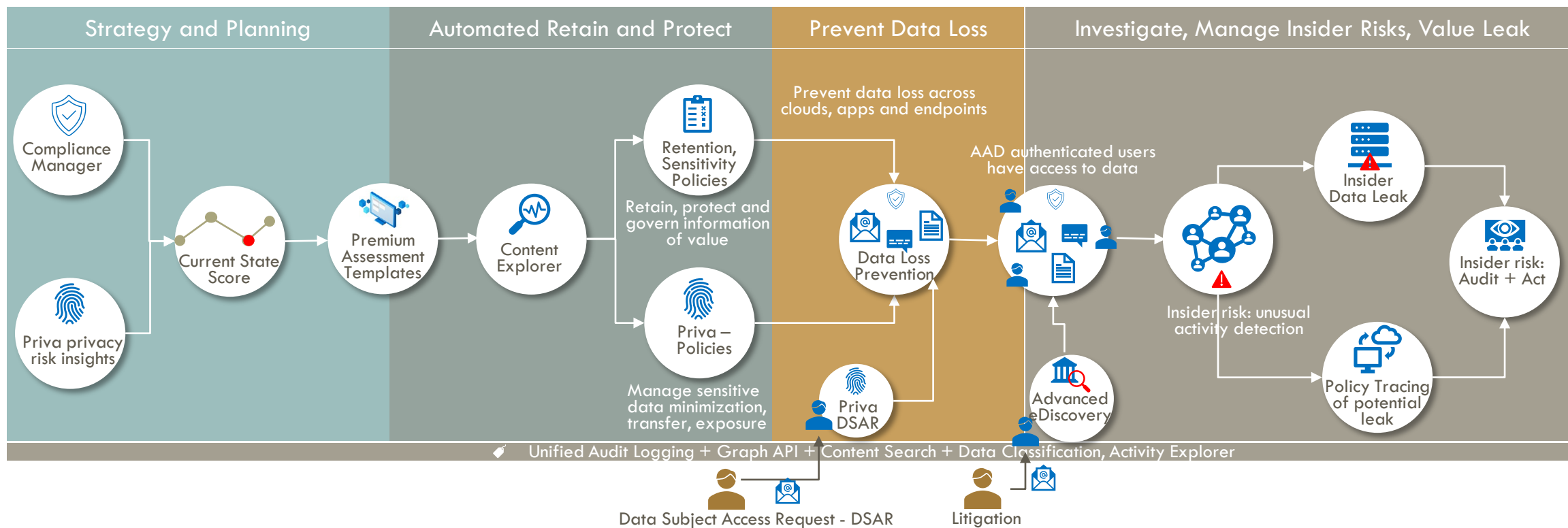
Share

Information shared based on
Need to Know
<>
Responsibility to Share

Preserve & Dispose

Information disposed as per retention schedule

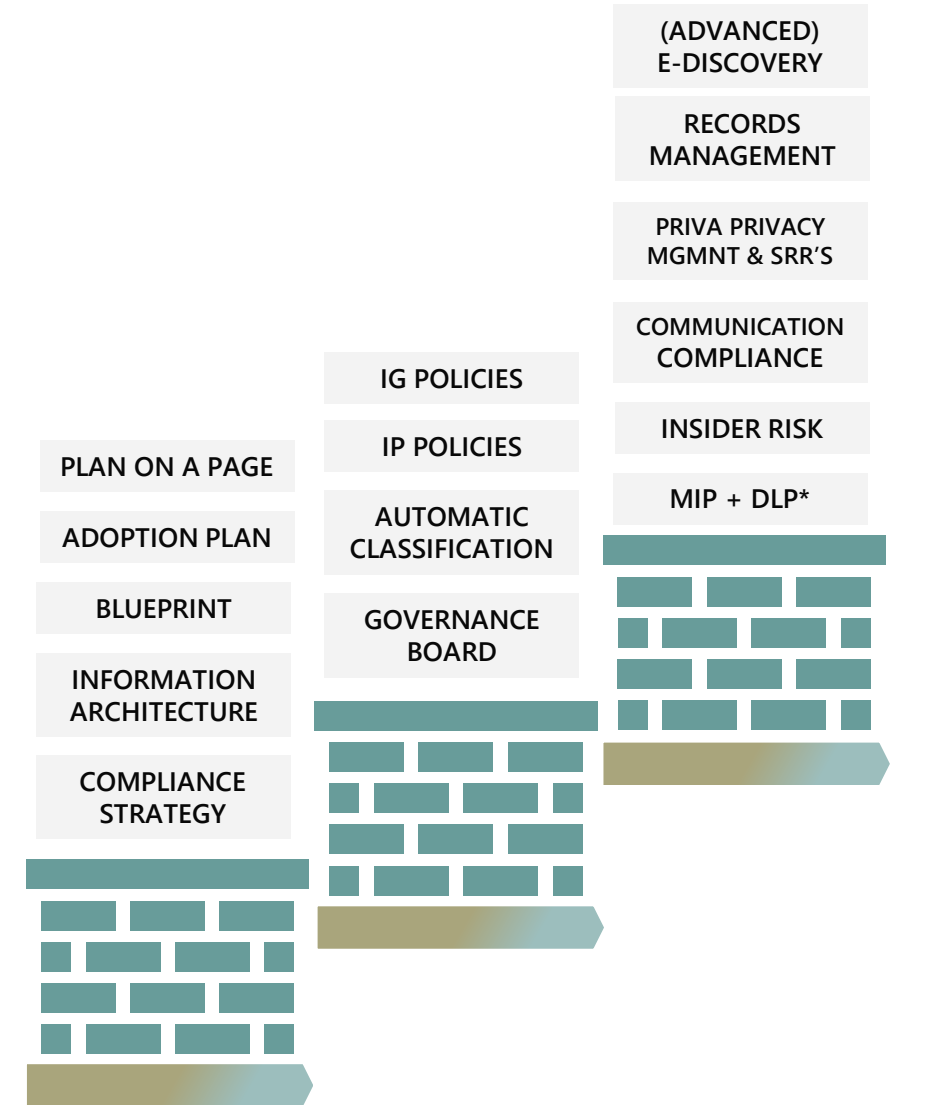
WHAT ARE THE TECHNOLOGY BUILDING BLOCKS?



STRATEGY CONSULTING SCOPE



STRATEGY: LAYING THE FOUNDATION FOR ORGANIZATIONAL ADOPTION

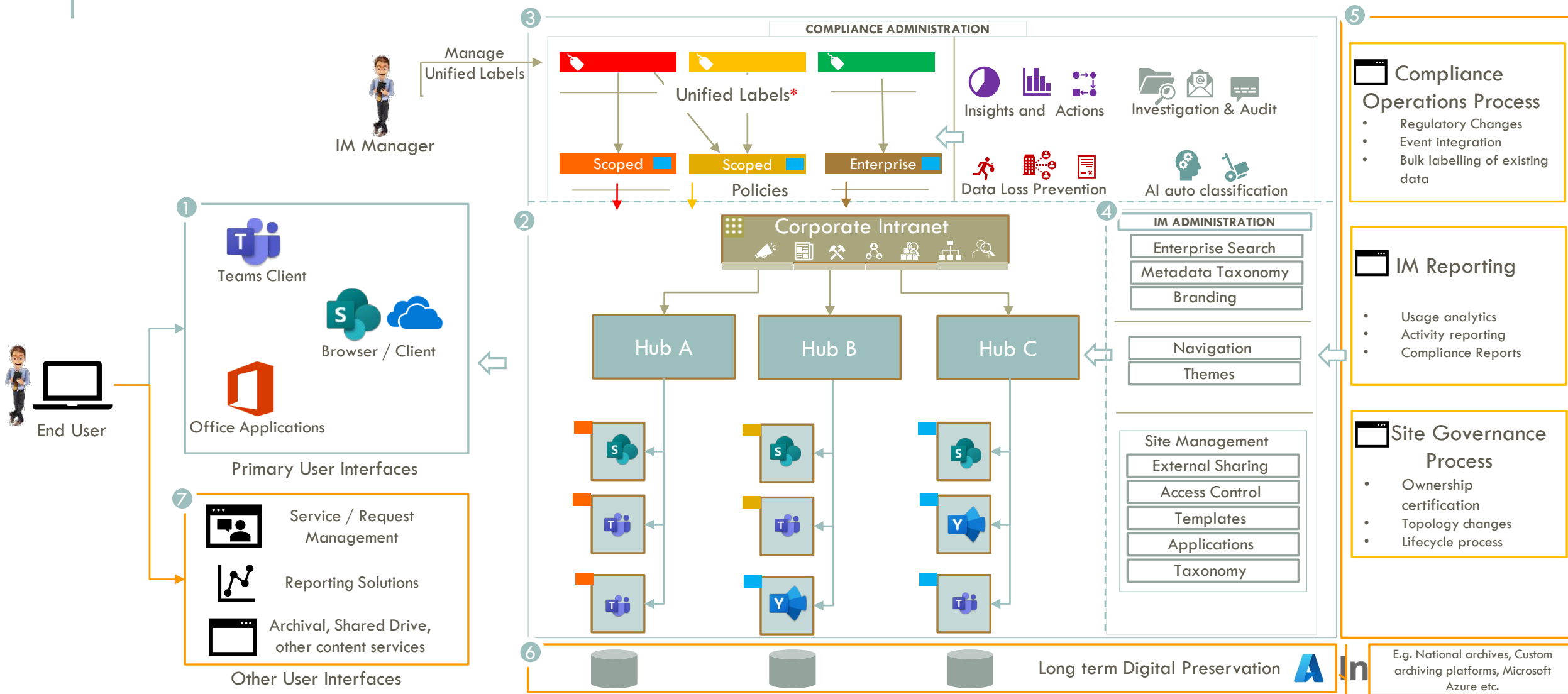


BLUEPRINT: DEVELOPING A UNIFIED VISION AND ARCHITECTURE

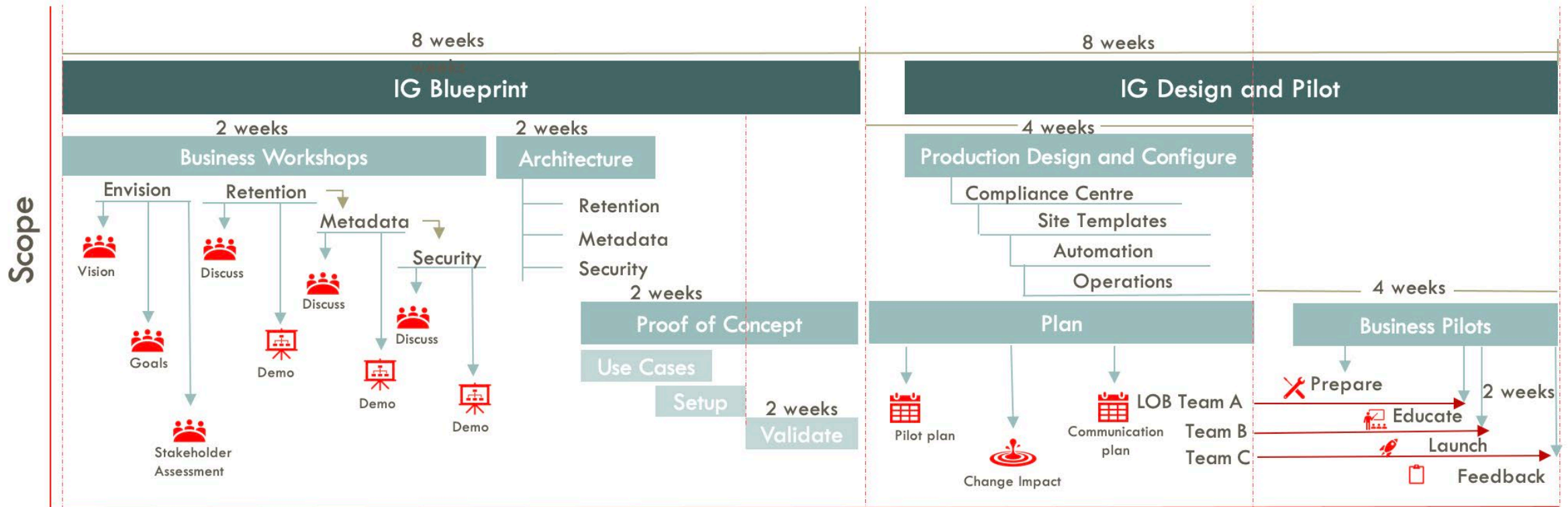
* MICROSOFT INFORMATION PROTECTION + DATA LOSS PREVENTION

* Labels configured to apply retention and protection controls
1-7 Configuration Order

UNIFIED BLUEPRINT - SAMPLE



PRACTICAL APPROACH TO GOVERNANCE IMPLEMENTATION



Typical Implementation timeline based on successful projects for organizations

BEYOND THE STRATEGY CONSULTING?

Climbing the ladder of success

Leverage Infotechion 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

WHY INFOTECHTION ?

Combining practitioner Change and Adoption capability with a deep understanding of M365 Compliance 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

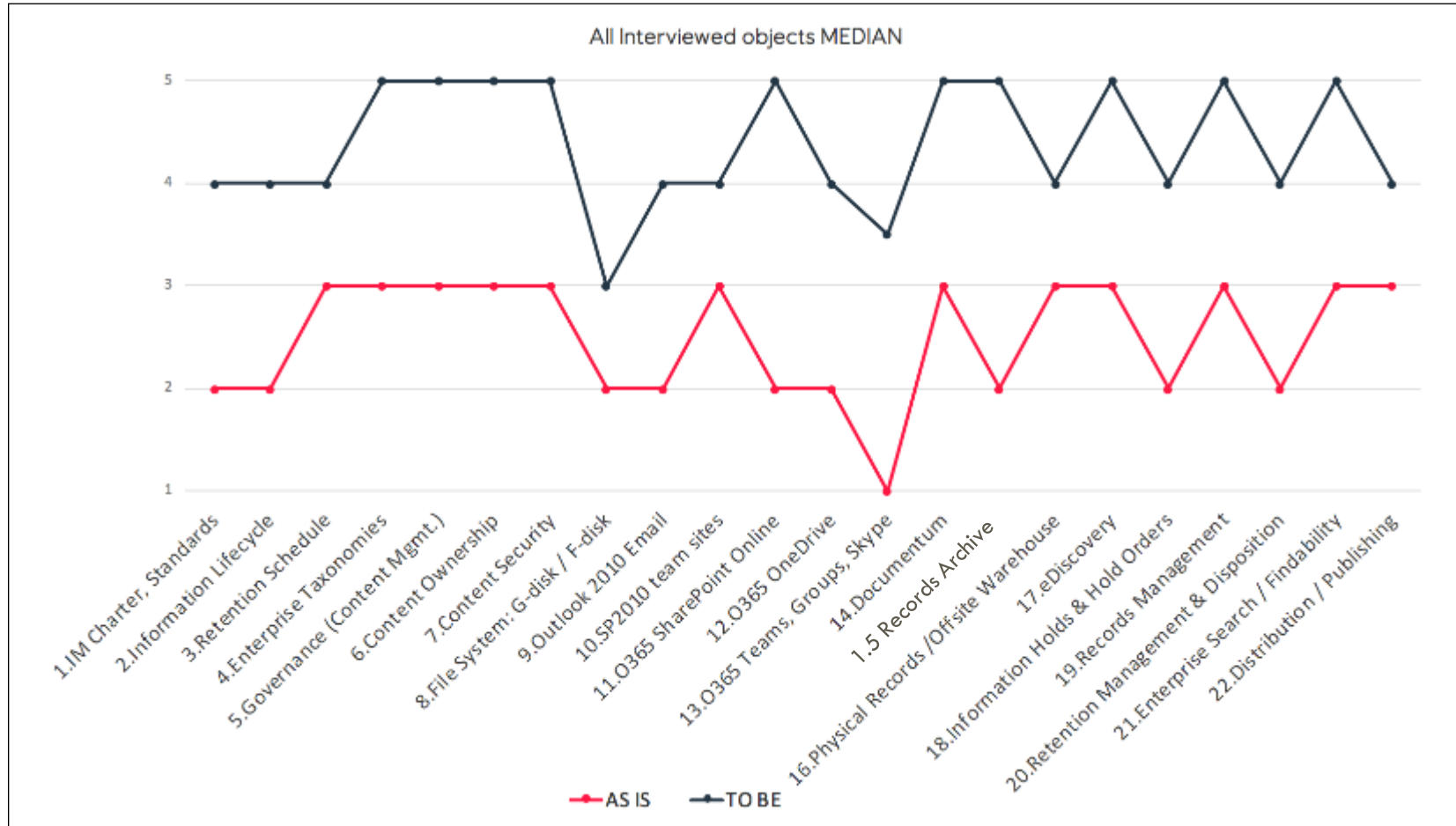
CASE STUDY: EQUINOR



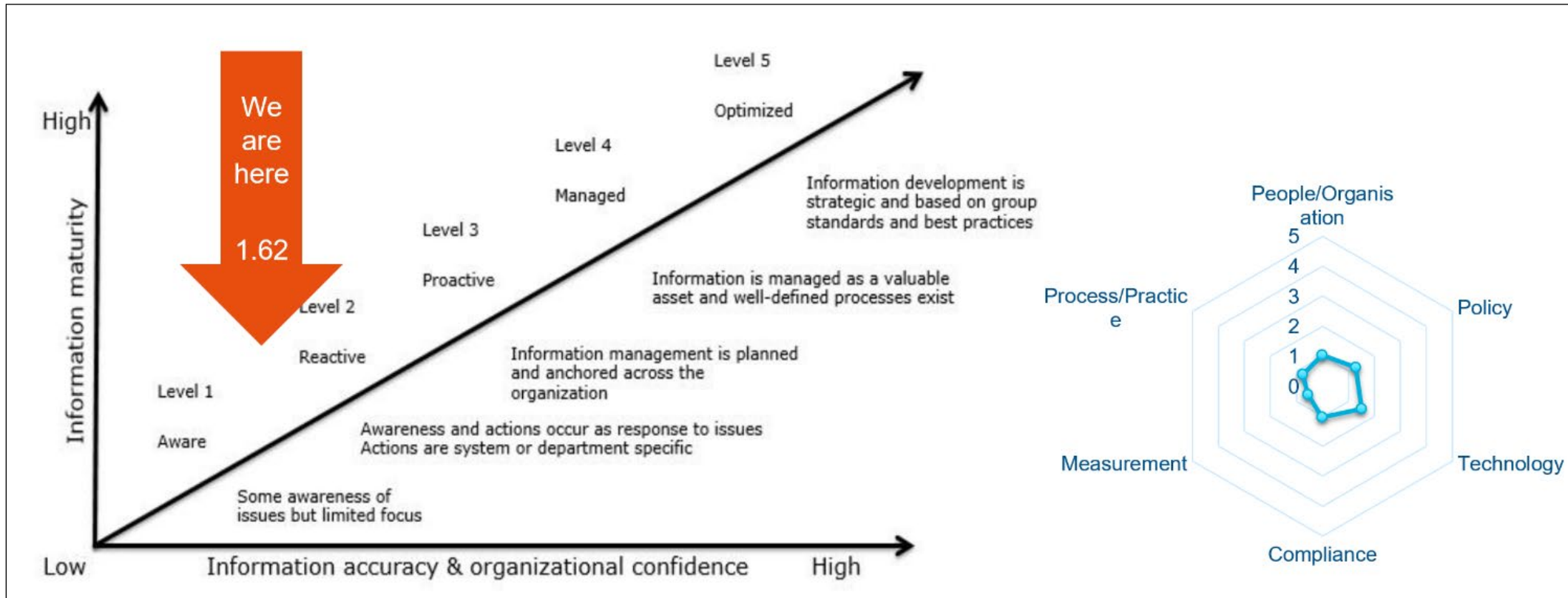
Microsoft just published a [case study](#) about how the global energy company Equinor has standardized on Microsoft 365 (M365) for both collaboration and records management.

- *"Equinor tested many of the leading solutions in the records management space against several use cases. We felt that Microsoft Information Governance was the best approach and verified our decision with several POCs."*
- *"Ease of use was the driver for this project. We're using Microsoft Information Governance as part of our drive toward a new way of working and creating a culture of managing information."*
- *"Microsoft Information Governance helps us achieve compliance by design."*
- *"As we continue our journey, we're looking forward to continually making information search and retrieval easier."*

SAMPLE OUTCOME: CURRENT STATE ANALYSIS



SAMPLE OUTCOME: MATURITY ASSESSMENT



SAMPLE OUTCOME: STRATEGY AND BLUEPRINT

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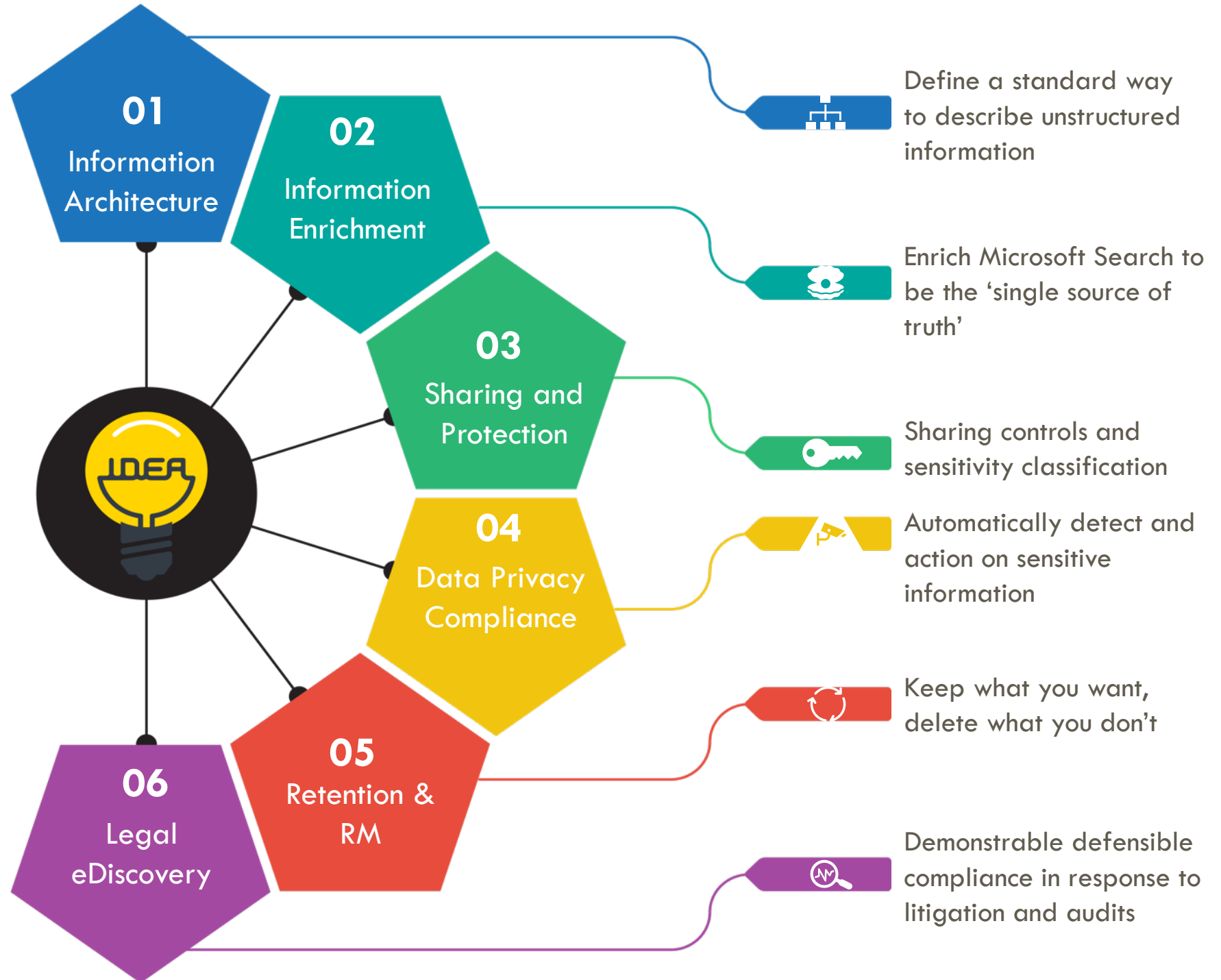
INFOTECHNION APPROACH TO
UNIFIED PROTECTION AND
GOVERNANCE OF YOUR
INFORMATION

ESTABLISH AN INFORMATION GOVERNANCE STRATEGY



- **Add value** by enabling users to find the information they need in M365 based on business unit, country, process, etc, but also trust the information they find.
- **Reduce costs** by only storing information that has value, but also replace legacy systems with M365. A client paid more per year for an ECM system for 1500 users than the cost of the E5 Information Protection and Governance add-on license for 30,000 users.
- **Minimize risks** by ensuring we meet business standards and regulations like GDPR
- **Identify new opportunities** by using master data as metadata for content to connect unstructured and structured information.

DEFINE THE INFORMATION ARCHITECTURE



AUTOMATE CLASSIFICATION

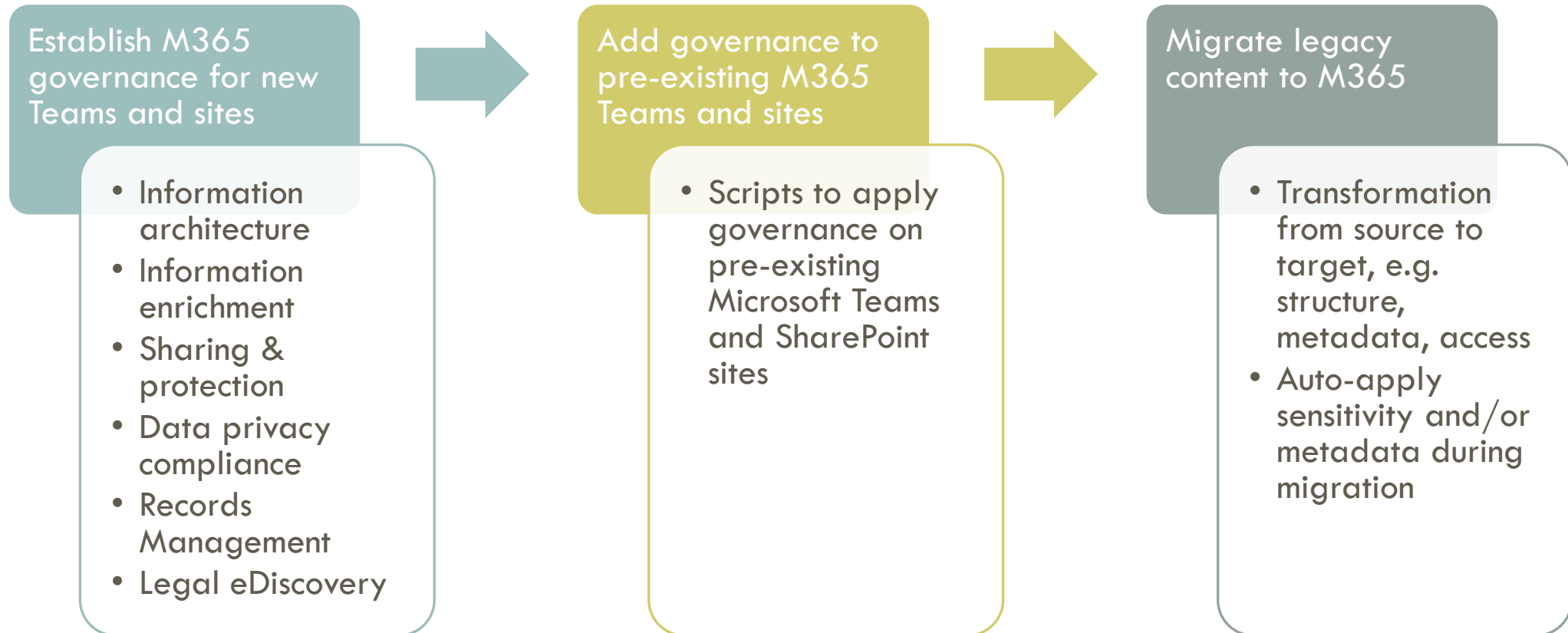


Criteria	Manual by users	Automated	Machine Learning
User Burden	High	Low	Low
User Control	High	Low	Low
Compliance risks	High	Low	Medium
User Training Required	High	Low	Low
Configuration Overhead	Medium	Medium	High
Dependency on Information Architecture	Low	High	High



- Automated classification based on location and metadata will be the way forward, for implementing governance in any new collaborative spaces.
- Machine learning will be used for applying classification to existing information.

HOW TO IMPLEMENT M365 INFORMATION PROTECTION AND GOVERNANCE





THANK YOU



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