Infotechtion

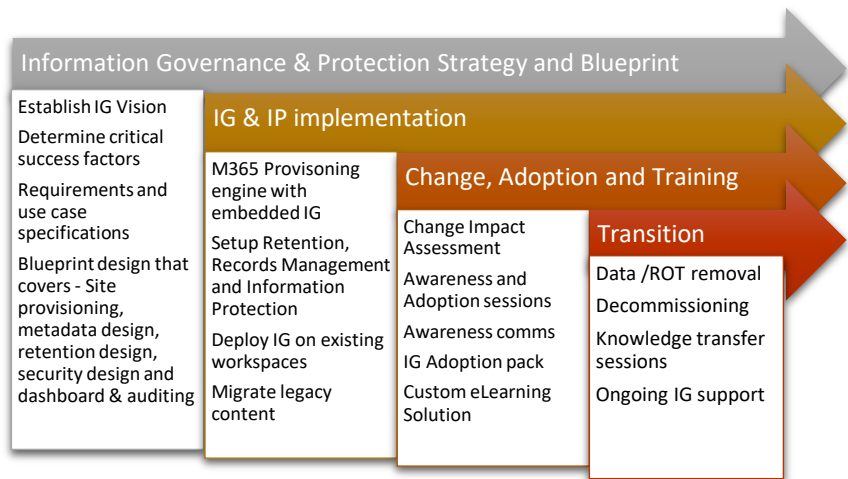# Infotechtion – Statement of Capabilities

Infotechtion is a vendor independent consulting company specializing in information governance and protection for M365 and beyond. We are a Microsoft GOLD partner and have registered offices and staff in United Kingdom, Norway, Netherlands, India and the United States, our clients include global companies operating in highly regulated industries.

Our team is proud to be the pathfinders, to have successfully transitioned several large and global enterprises to modern automated information governance and protection standards in Microsoft 365. We work closely with Microsoft Engineering to define and improve Microsoft information governance and protection offerings for Microsoft 365 and beyond.

Infotechtion is a Microsoft Gold Partner, a Content services partner and also a member of the Microsoft Intelligent Security Association.

Key Offerings

- Complete information governance strategy and architecture to support your digital vision with Microsoft 365 advanced retention and protection lifecycle design leveraging native Microsoft capabilities
- Information Governance(IG) implementation in Microsoft 365 to meet legal and regulatory requirements including retention schedule development, consolidation / big-bucketing and detailed review, records management, eDiscovery, responding to FOI or subject access requests, developing a robust M365 workspace provisioning tool inline with the IG design, setting up robust search features
- Information protection (IP) strategy, design and implementation including design for security classification against sensitivity labels, data loss prevention, monitoring sensitive information, configure M365 access, permissions, and setup access reviews
- Legacy content inventory mapping, analysis, classification, cleanup, and migration including file share migration
- Change management, end user adoption, training, and communication. Infotechtion adoption pack with custom learning resources from Infotechtion on Information Governance & Protection, Retention and Records Management

Information Governance & Protection Strategy and Blueprint

Establish IG Vision
Determine critical success factors
Requirements and use case specifications
Blueprint design that covers - Site provisioning, metadata design, retention design, security design and dashboard & auditing

IG & IP implementation

M365 Provisoning engine with embedded IG
Setup Retention, Records Management and Information Protection
Deploy IG on existing workspaces
Migrate legacy content

Change, Adoption and Training

Change Impact Assessment
Awareness and Adoption sessions
Awareness comms
IG Adoption pack
Custom eLearning Solution

Transition

Data /ROT removal
Decommissioning
Knowledge transfer sessions
Ongoing IG support

Past and Current Performance

Equinor, Norway – 37000 Users - A Microsoft Public Case Study
- Develop and implement information governance strategy
- Migration of 60TB+ from multiple systems (IBM, Documentum etc.) to Microsoft Office 365
- Improved Search with progressive filters due to default metadata. Compliance is by design.

UK Research and Innovation (UKRI), United Kingdom – 8000 Users
- Established and Implement an Information Governance strategy that provide value and support the need of different stakeholders.
- Agreement on plans and priorities that support of the strategy.

Food Standards Agency (FSA), United Kingdom – 1700 Users
- Completely out of the box Information Governance features in Microsoft 365.
- Step change in Information Governance practices across the organization and transition to a "compliant by design" platform.
- An improved Information Governance network consisting of staff driving information

Differentiators

- **Enterprise class data experience**: Scope of expertise covers on-premises shared drives, legacy ECM and SharePoint, Structured data, M365 in the cloud, Email
- **Latest Microsoft Tools experience:** M365 Information Governance, Compliance Center, Microsoft Information Protection, Cortex content classification
- **Information Governance Software experience**: Enterprise Content Management, Enterprise indexing and classification
- **Successful large-scale implementation experience:** We are not a body-shop of technical programmers who install and test

Read: Infotechtion playbook for information governance and protection

Managing Information in Microsoft 365

The [M365 Information Governance suite](#) is the latest set of features to simplify information management and compliance responsibilities. Few enterprises found SharePoint on-premises good enough for managing corporate records, but this has changed with Microsoft 365 (M365). The key to managing governance and compliance in M365 is not SharePoint Online, but E5 Microsoft information governance to simplify and automate records management with record labels and label policies.

Once you integrate Microsoft Information Governance with M365 architecture, you transform M365 into a secure and compliant platform for digital transformation. Information is managed within the platform, and apps can be built or bought on top of the platform to meet specific business needs. M365 governance suite can also manage content from 3rd party solutions including SAP, Oracle, and ServiceNow. The consequence is better connected people, information, and knowledge with inherent and transparent security and compliance. The [M365 Information Governance features](#) will make it easier to find and manage information.
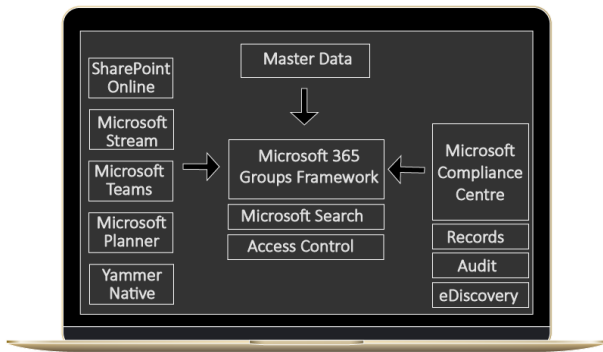

Microsoft 365 Reference Architecture

Infotechtion has already implemented Microsoft 365 integrated with governance features at several large and highly regulated companies. There are many ways of configuring it, but often it includes establishing an integrated architecture for M365 workspaces (Teams, SharePoint etc.) that are newly created and then apply the integrated architecture retrospectively to pre-existing workspaces.

An integrated architecture is a critical success factor, this includes key fundamental principles focused on simplifying your user experience with automation and without compromising compliance, legal and regulatory requirements. An example of key architectural activity would be to outline the role of site provisioning services and metadata model for both new and existing site collections.

Information architecture informed by compliance, business and in-depth product knowledge can lead to various benefits. As an example, Infotechtion approach focusses on importance of automated metadata application, to ensure all information receives default metadata and governance policies instead of overheads for users to take the right actions. As a result, users experience improved search, - through Microsoft 365 search – or use progressive refiners - to find information per business area, location, process, etc. We also simplify and automate records management based on content and metadata.

The above approach is also pivotal to development of cost efficient migration strategies. This ranges from lift-and-shift migration where we leverage Infotechtion solutions built on M365 and Azure machine learning to identify and classify information pre / post-migration, to move-and-improve with meta-data mapping, access group clean-up, etc.
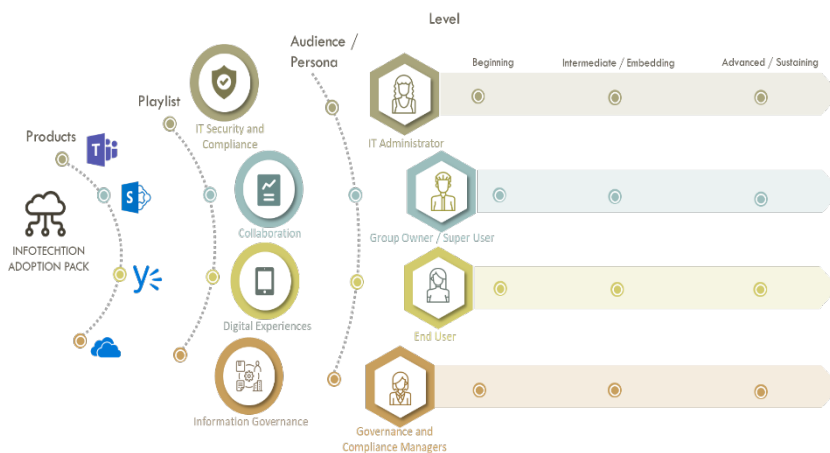
Infotechtion Adoption Pack

At the core of Information Governance is the need for change and knolwedge management -- the need to deeply embed governance practices, disciplines, and behaviours in the organization. To achieve this, training design and delivery needs to address Hermann Ebbinghous´ "Forgetting Curve" to ensure that new knowledge is retained and applied. If not, attendees may only remember 30% of the training after 30 days. Infotechtion will support to develop and deliver effective communication, training with eLearning resources and assist with knolwedge transfer and end user adoption strategies.

Success is 80% about people, 15% about processes, and 5% about the technology. An effective Information Governance program can´t therefore be an IT or Compliance-driven program, - it must be a joint effort with the business. Business leaders and knowledge workers must understand how Information Governance provides value to them and their employer.