



HP TRIM software and Microsoft SharePoint

HP TRIM enterprise records management for Microsoft® SharePoint®

Business white paper



Information Worker Solutions
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Introduction

Information is the lifeblood of any organization. Leveraging this critical corporate asset efficiently can enhance your organization's ability to improve business efficiency and staff productivity. Information governance is defined as the accountability of an organization's information assets through the establishment of policies, process, and systems to manage and control information.

Organizations need to manage all of their corporate information—physical and electronic, especially all content stored in Microsoft® Office SharePoint®—according to information governance best practices. Records management, an essential platform for information governance, helps you store and retrieve your business records securely. Without records management practices and systems in place, your information governance strategies may not get off the ground and you can be exposed to operational, financial, and legal risk.

The importance of records management

Business activity between individuals and organizations may include a single event or a very long series of complex events and transactions involving multiple parties. From the initiating event, through all the iterative business processes and customer interactions, to the final contract, business activities need to be managed in accordance with legislative rules and regulations. The number of regulations and the risk of not adhering to them are increasing, and it is no longer satisfactory to selectively capture records of final events or contracts. In addition, all communications and data created or captured during the business process are considered discoverable during legal and investigative processes.

From the moment a communication is started, whether it's a recordable telephone conversation, email, letter, or correspondence note, it is discoverable. Organizations must be able to manage the lifecycle of that content from creation to disposal. In addition, the business process itself forms part of a complete record, along with the recorded decisions in a workflow process—including information captured or created in SharePoint. Any customer dispute, objection, or legal challenge requires research into previous activities that relate to the issue under dispute. Managing all this information from the point of creation through the iterative processes to disposal greatly simplifies such discovery.

Records management provides a platform to meet the challenge of capturing and managing these business processes and activities as records. There are also additional benefits of records management beyond meeting compliance obligations and being prepared for e-discovery: reducing operational costs and improving productivity are primary drivers for most organizations who seek to implement effective records management systems. With enterprise records management systems in place, simple and easy access to the right information when and where it is needed is a benefit that improves staff productivity, provides better business insight, and offers a platform for process optimization.

Records management and SharePoint

The successful implementation of enterprise records management has company-wide implications. From the board room to the mail room, all information workers need easy and seamless access to records and information. Additionally, the process for managing information should be the same across the enterprise, regardless of which system is publishing the information.

Microsoft SharePoint provides a powerful collaboration environment that has enabled users to create, publish, and use information quickly and easily. In its global survey of over 500 organizations, the AIIM Industry Watch "State of the ECM Industry 2009" report stated that 50 percent of them are implementing or using SharePoint.¹ In fact, SharePoint is becoming the predominant collaboration environment globally with its widespread adoption. According to the Radicati Group's Microsoft SharePoint Market Analysis 2009–2013 report, 87 percent of organizations using SharePoint use it for collaboration with Web 2.0 content.²

Managing all SharePoint content

Records management policies need to be applied to all business records regardless of the system that generates them or the type of electronic content they contain. Additionally, those policies need to be applied for the life of the content. Ideally records management policies would be applied seamlessly, removing the burden of records management from the user. Putting systems in place to automate the capture of business records is far more efficient than leaving responsibility to declare records with the user.

¹ "State of the ECM Industry 2009," AIIM Market Intelligence. 2009.

² Microsoft SharePoint Market Analysis 2009–2013, The Radicati Group, Inc., April 2009.

In their collaborative work, SharePoint users employ documents, blogs, wikis, and discussions. Critical business applications such as forms-based workflow processes are built on the SharePoint platform.

Any workflow process in SharePoint can capture content created in a business process. And the content generated by these applications, business activities, and collaborative processes needs to be managed.

With HP TRIM for SharePoint, you can seamlessly manage, finalize, relocate, and archive SharePoint content according to the records management policies of the organization. This process is transparent to the user with all managed content easily discoverable from SharePoint and HP TRIM. Full audit trails are maintained in HP TRIM for all managed content.

HP TRIM for SharePoint provides the following functions:

- **Manage:** The manage function moves the content and creates a record in HP TRIM and manages all changes made in SharePoint.
- **Finalize:** This function finalizes the content and moves the item into HP TRIM. It is still accessible from SharePoint.
- **Relocate:** The relocate function transfers active draft content for further processing in the HP TRIM environment. It is used with HP TRIM workflows or tools on items captured through SharePoint or SharePoint applications.
- **Archive:** The archive function transfers inactive published items as records into HP TRIM according to pre-defined rules.

Many organizations have large numbers of SharePoint sites that have been created and are no longer active. These sites and their content are business records and need to be retained according to corporate policies. However, leaving the sites *in situ* can affect the overall performance of the SQL® Server databases underlying SharePoint. With HP TRIM for SharePoint Archiving, as sites and content age, business rules are automatically applied to archive entire SharePoint sites into HP TRIM according to lifetime management policies set by administrators. Content usability is retained as sites are able to be restored back into SharePoint. This capability is delivered with complete transparency to the user, with all managed content easily discoverable from SharePoint and HP TRIM.

Corporate taxonomy and SharePoint

Business information and activities need to be identified and arranged according to rules and conventions that are maintained over time. This is the purpose of records management, which uses taxonomies that reflects the structure and functions of the organization, providing context to the business records.

The authenticity of records, including relationships with the elements of the record and its business context, must be managed for the life of the record. Retention and disposition policies are typically applied at the time of capture or creation of the business record according to the policies of the organization. This rigor of records management should apply to any content created in the process of doing business, including content created in SharePoint.

SharePoint manages content in hierarchical structures comprised as list items within lists, lists within lists, and lists making up SharePoint sites. List items can be any content type. HP TRIM seamlessly manages SharePoint content by applying lifetime management policies at the site, list, or list item level. This can be done selectively or at a complete site level. When a content item is created, it can automatically create HP TRIM records that are managed according to these policies. These lifetime policies can be used to finalize and archive content.

With all records managed in one place, HP TRIM adds value to SharePoint, providing the authenticity, reliability, usability, and integrity of your business records. HP TRIM manages business classification, retention, and disposition with content maintained in the authoritative HP TRIM records management repository. Metadata is maintained in SharePoint with mapping between SharePoint and HP TRIM, and with each system aware of the other.

Regardless of the content type, the item is managed in the hierarchical classification structure in HP TRIM and a full audit trail is maintained for all activities performed—this is true records management.

Extending to the enterprise

Enterprise records management is about capturing and grouping all evidence of business activities, no matter their source, into logical collections that provide context to the evidential record of business activities and events. These business records may be created by office productivity tools, be received by email or physical mail, or emanate from line of business applications, and of course, SharePoint. SharePoint can add complexity to records management with the widespread use of Web 2.0 content and content generated by applications using the SharePoint platform.

Because many systems across the enterprise can create enterprise information and corporate records, it is important that records management is content type and technology agnostic, and all information is managed in a unified way. This is critical for legal discovery, investigation, or audit. A blog or wiki could just as easily expose an organization to considerable risk as can email or content from a business application if unmanaged as a business record. To approach records management from a siloed technology perspective complicates discovery and the ability to logically view information, regardless of where it came from, in its original business context.

With HP TRIM for SharePoint, it is easy to apply records management lifetime policies seamlessly to all content. HP TRIM records management is extensible with many other productivity tools and includes powerful Web services and SDK.NET integration toolkits to provide organizations with the capabilities to capture and manage business records from any source.

Records management systems must also manage physical records as well as electronic content. HP TRIM manages all enterprise information regardless of source, including paper and physical records in one system, together with all electronic content. In addition, there are extensive physical records management facilities that include space management across distributed warehouses, record movements, file labeling, barcode tracking, and scan capture through integrations with scanning systems.

With HP TRIM, SharePoint users can access all managed records, regardless of source, from the SharePoint interface, giving them secure access through an authenticated security model to business records. HP TRIM integrates SharePoint federated search, providing secure search of all your enterprise content and all HP TRIM repositories from one place.

Many organizations are concerned with or required to meet rigorous records management standards and certifications. HP TRIM is designed to the international standard for records management (ISO 15489) and supports all major regulatory standards. The software is certified to the U.S. Department of Defense (DoD) 5015.2 v3 design criteria standard for electronic records management for Baseline, Certified, Privacy & Freedom of information (FOI) records management.

Summary

A powerful collaboration and content management environment, SharePoint is a good fit for many businesses as evidenced by the large numbers of organizations who have adopted its use. SharePoint users are working with new content types such as blogs, wikis, discussions, and more. For organizations that must meet records management and compliance standards, the enterprise-wide expansion of SharePoint and its use in business applications adds a new dimension to the challenge of managing this exploding quantity of information.

HP TRIM is a powerful and comprehensive platform that adds records management best practices to your information management structure and information governance strategy. HP TRIM enables you to apply records management rigor to your SharePoint environments. It gives you the confidence to expand SharePoint across your organization, knowing that your business records, regardless of source, are managed in a system that is transparent for the user, and drives efficiency for your business and integrity of your records. Furthermore, managing all content in a unified way is essential to being compliant and prepared for e-discovery.

In addition, HP is a leading provider of Microsoft services and technologies and four-time Global Enterprise Partner of the Year. We are also a full-scale SharePoint solutions provider with the portfolio you need to increase your return on investment. We deliver enhanced server, storage, and networking, implementation expertise, and software to complement the SharePoint platform.

To learn how HP TRIM can help you easily capture, manage, and secure all your enterprise business records, please visit:

www.hp.com/go/hptrim

To find out more about how SharePoint can help you improve organizational effectiveness, please visit: www.microsoft.com/sharepoint

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4AA2-1196ENW, Created June 2010

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