

IBM Records Manager Briefing

**Meeting the Challenge of Complying with Government
and Industry Recordkeeping Regulations**

Agenda

- **Records Management – Why Your Customers Care**
- **The Market**
- **Records Management 101 – The Key Concepts**
- **The New Model**
- **IBM Records Manager**
- **Technology Advantages**
- **Ordering**

Records Management – Why Your Customers Care

- **Explosion of electronic information – e-mail**
- **Risk of Litigation/Embarrassment**
 - Enron, Microsoft, WorldCOM
- **Compliance with government & Industry Regulations**
 - Environment, Privacy, SEC, HIPPA, etc.
- **Cost Avoidance**
 - Cost of litigation (discovery), cost of major mistakes

Federal Market

■ **Statutory Requirements**

- Federal Records Act (44 U.S.C. Chapter 31)
- Freedom of Information Act (FOIA)/Electronic-FOIA (5 U.S.C. 552)
- 36 CFR Part 1234, Electronic Records Management
- Government Performance Results Act (GPRA, 31 U.S.C. 1101&1115 notes)
- Paperwork Reduction Act (PRA, 44 U.S.C. 3501 to 3520)
- Information Technology Management Reform Act (40 U.S.C. 1401 to 1503)
- Government Paperwork Elimination Act (GPEA, 5 U.S.C. 3504)
- E-Signature (Public Law No: 106-229)
- DOD 5015.2-STD Design Criteria for Electronic Records Management Software Applications

■ **E-gov Initiatives – 24 approved**

- Internal Effectiveness and Efficiency
 - **E-Records Management – NARA is Champion**

International RM Standards

- **DoD Standards – 5015.2 Rev. 2**
- **UK – PRO**
- **Germany – DOMEA**
- **Australia – VERS**
- **Europe - MoREQ**

Records Management – Why Your Customers Care

- **Protection and Access to Vital Records**



The Market

- **Meta Group**

- 2006 – 90% of global 2,000 customers will have policies in place for e-records management & have the technology infrastructure to support the policies



Market Trends

- **Avg. Acquisition size Approaching 10,000 users**
 - Ability to Scale up = Key!
- **UK Market Coming on Strong**
 - PRO Certification = key
 - No way to buy unless PRO Certified
- **CIO's Becoming the Buyer**
 - Records people in support role only
- **DM/CM vendors and Integrators are the new solution provider**
 - RMA Vendors too small, poor credibility, questionable stability
 - The Big Guys
 - IBM, Lotus, Documentum, OpenText, FileNET

What Customers Are Asking For:

- **A solution for all our business software.**
 - Recordkeeping for e-mail, desktops, DMS, etc.,.
- **Solutions that people will use.**
 - Our users don't want Records Management.
- **Meet our unique recordkeeping requirements.**
 - We do things differently here!
- **Needs to safely scale up .**
 - Thousands of users
 - They all say they can scale – but can they?
- **A reliable company behind the software.**
 - Can they deploy to our full organization?

Problem – User Reluctance



Records Management 101 – The Key Concepts

- **An e-Record is:**
 - Any object on the desktop
 - Email, audio, video, text, web content
- **Deleting the right document at the right time (Retention and Disposition)**
 - Destroy according to law/policy
- **Destruction/Archiving control moves to organization**
- **Three new functions within host application:**
 - **Declare**
 - **Classify**
 - **Apply Lifecycle**

What is e-Records?

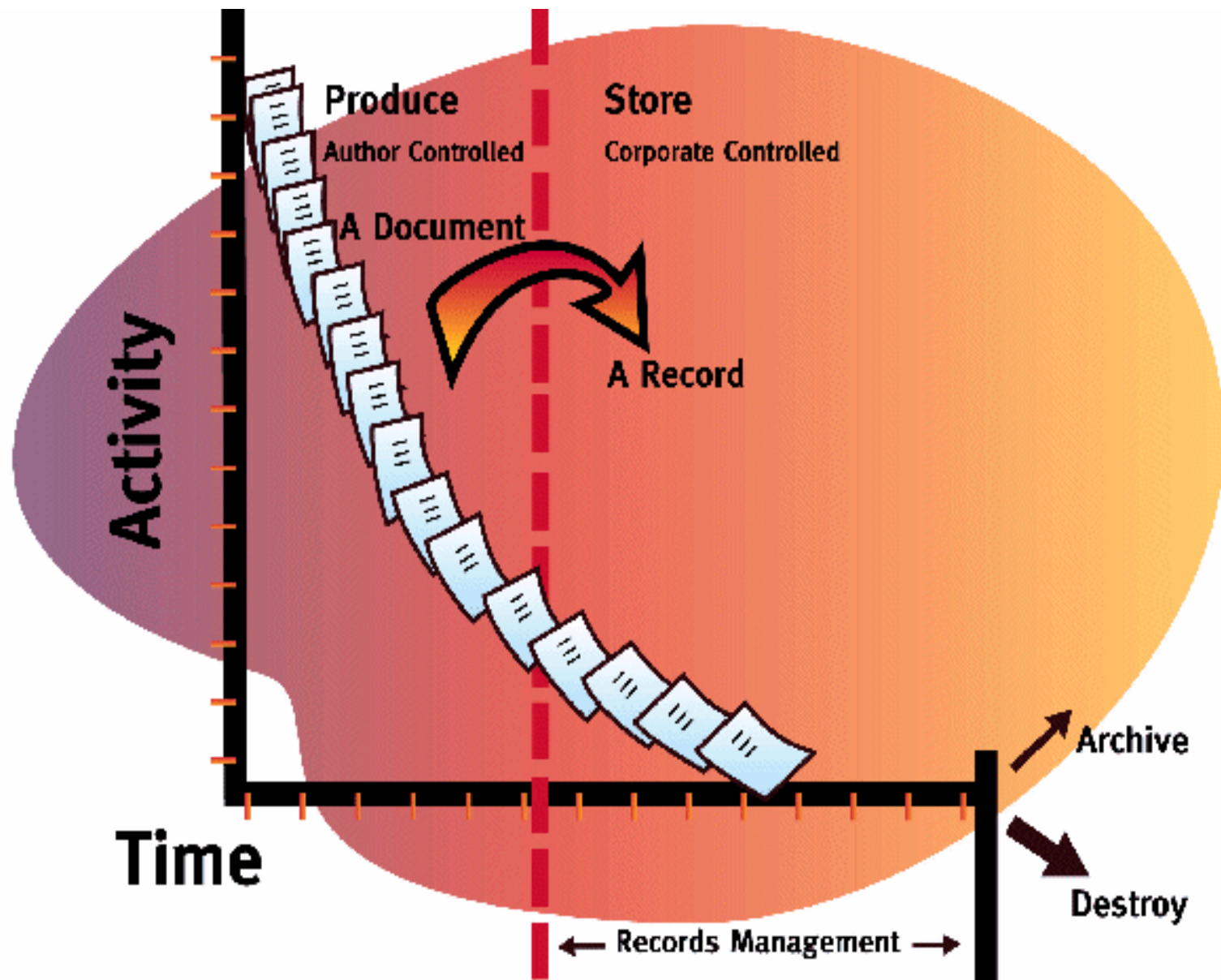
e-Records IS NOT:

- **Disaster Recovery / Business Continuity**
- **Backing up computer systems**
- **Reports Management**

e-Records IS:

- **Capture, preservation, protection, and disposition of corporate information assets**
- **Supports Disaster Recovery / Business Continuity**
- **Deleting the right document at the right time (Retention and Disposition)**

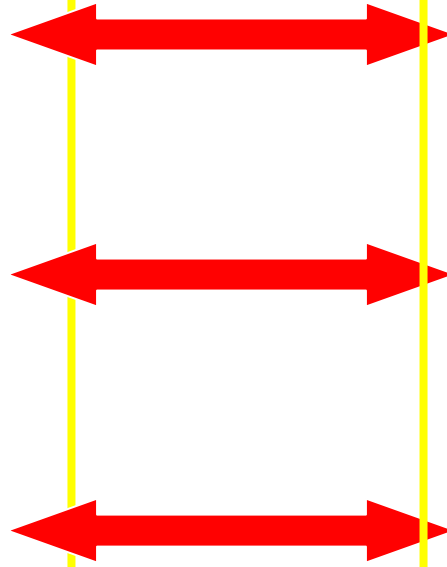
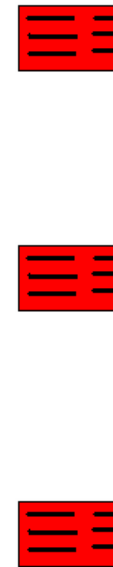
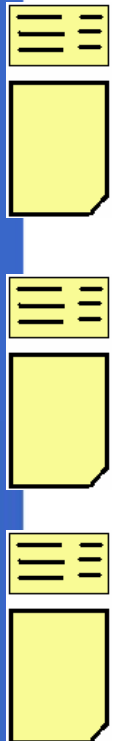
Declaring Documents to be Records



Declaring a Document

Host App

e-Records

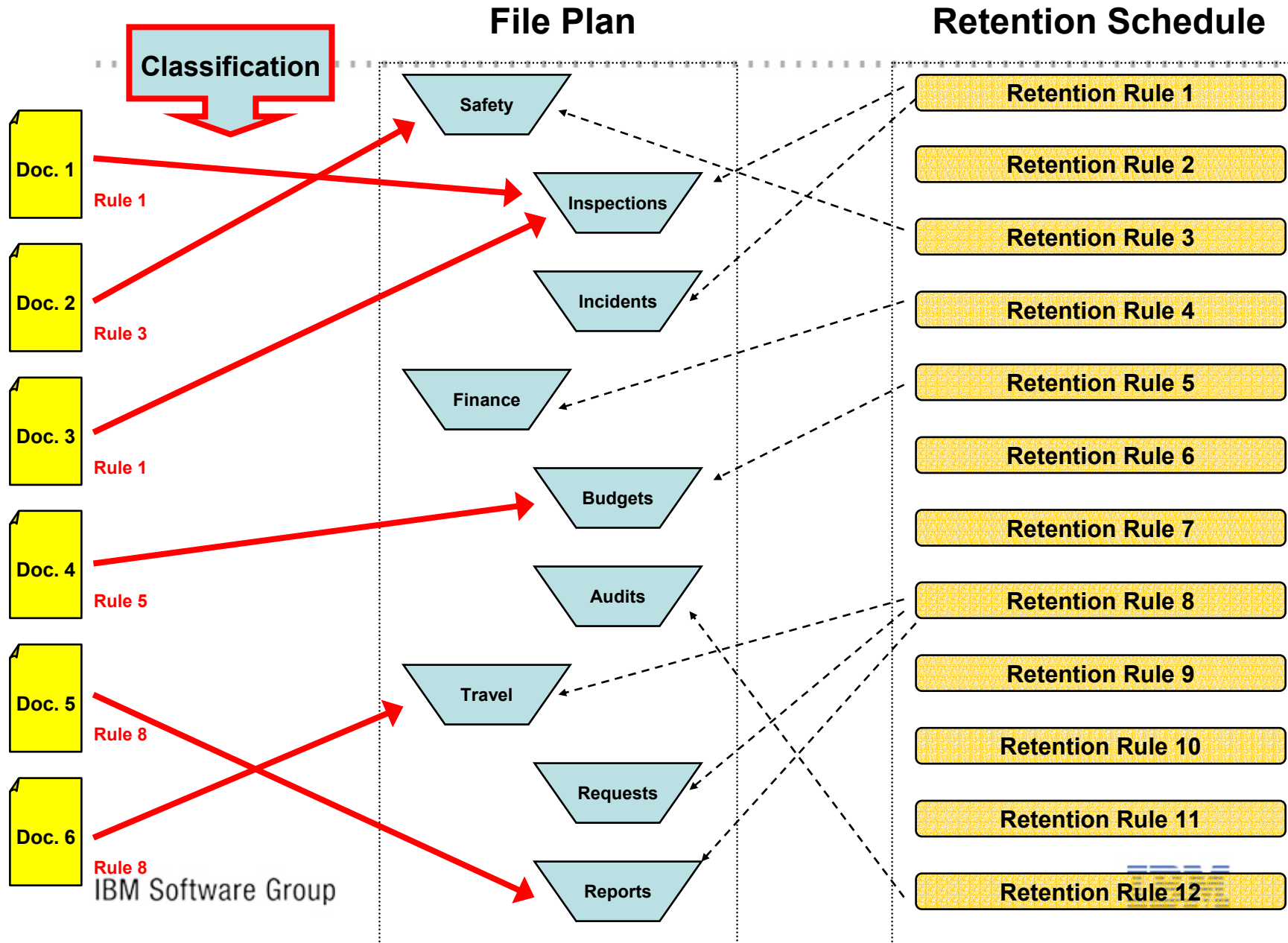


Declare Means

- **Can no longer delete/edit!**
 - Records Manager has exclusive ability to delete
- **Document has metadata applied to it**
 - To, From, Date, Subject etc.....

Now we just need to classify it.....

Classifying a Document



Roles

End User

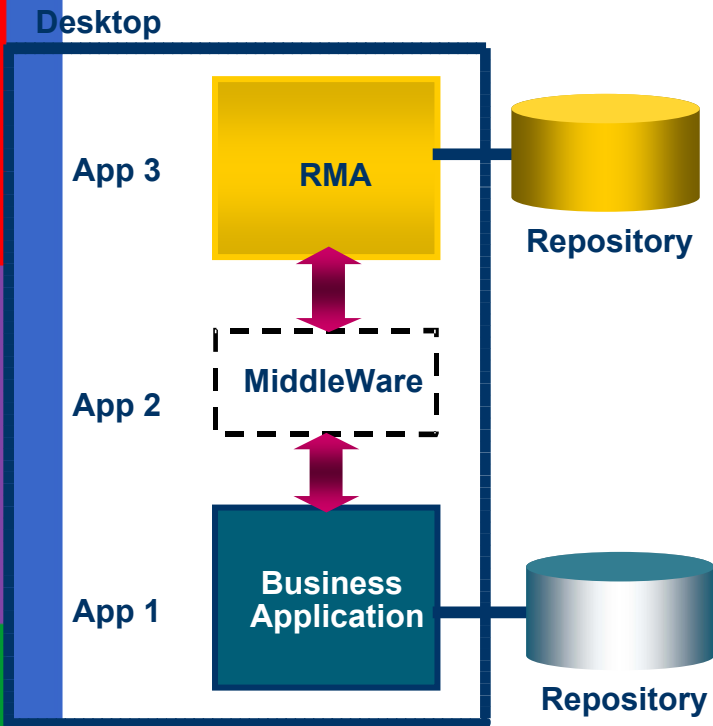
- **Declare**
 - Make document a record
 - Control passes to ERS
- **Classify**
 - Select appropriate subject file
 - Assign to document profile

Records Administrator

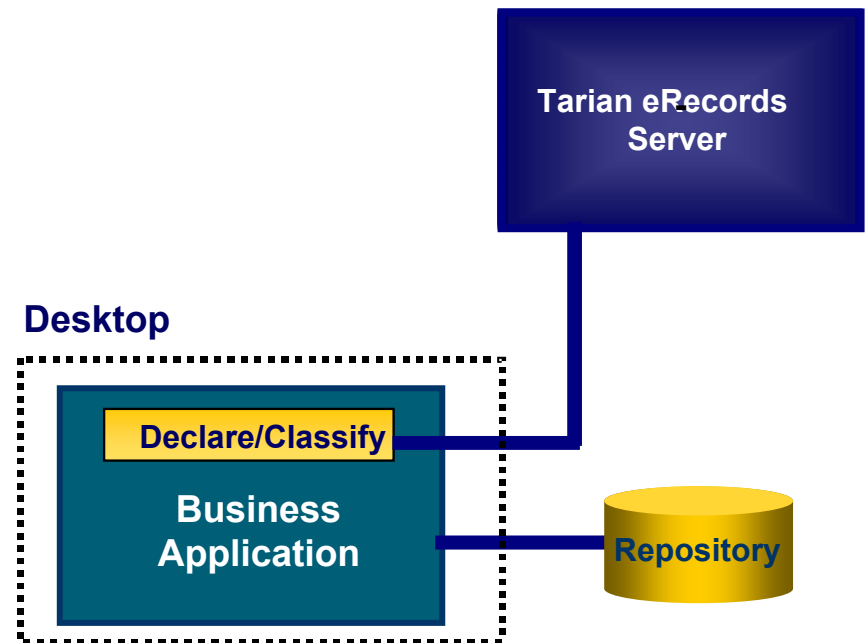
- **Retention/Disposition**
 - Destroy right documents at right time
 - Reach into EDMS
- **File Plan Management**
 - Configure security control

The New Model

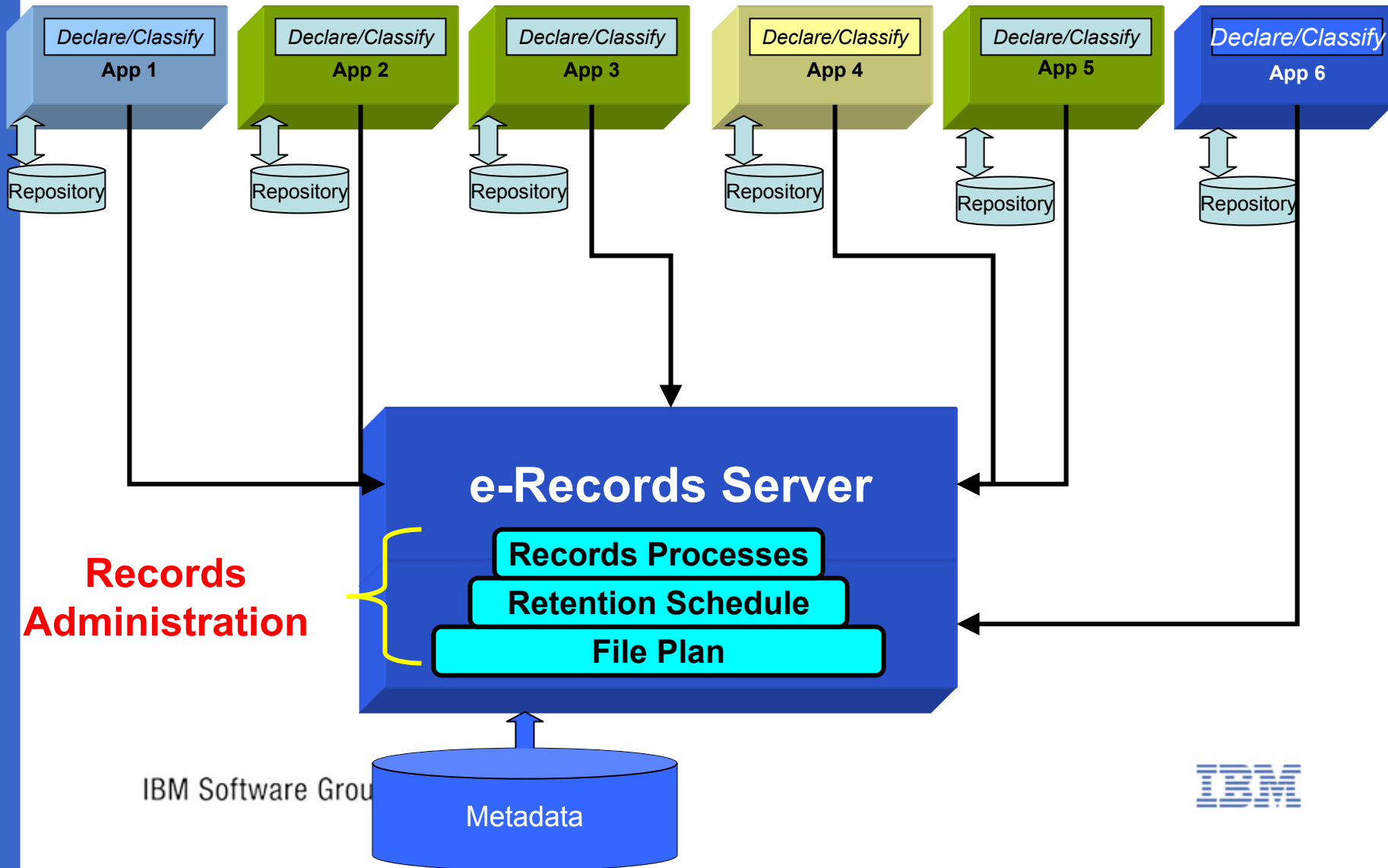
RMA Integration

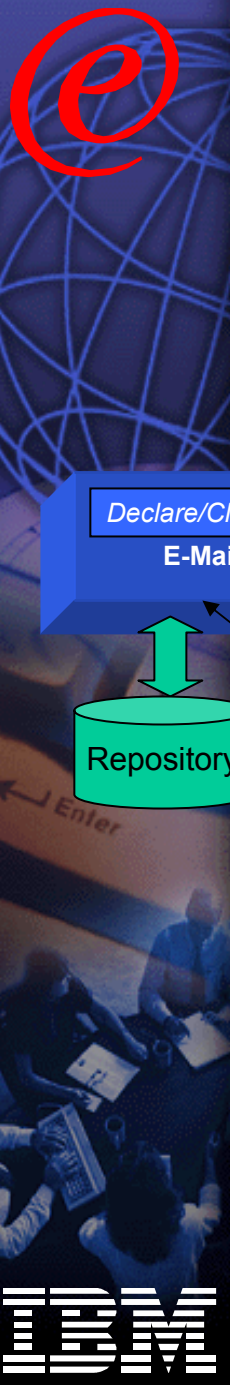


Tarian eRecordsEngine

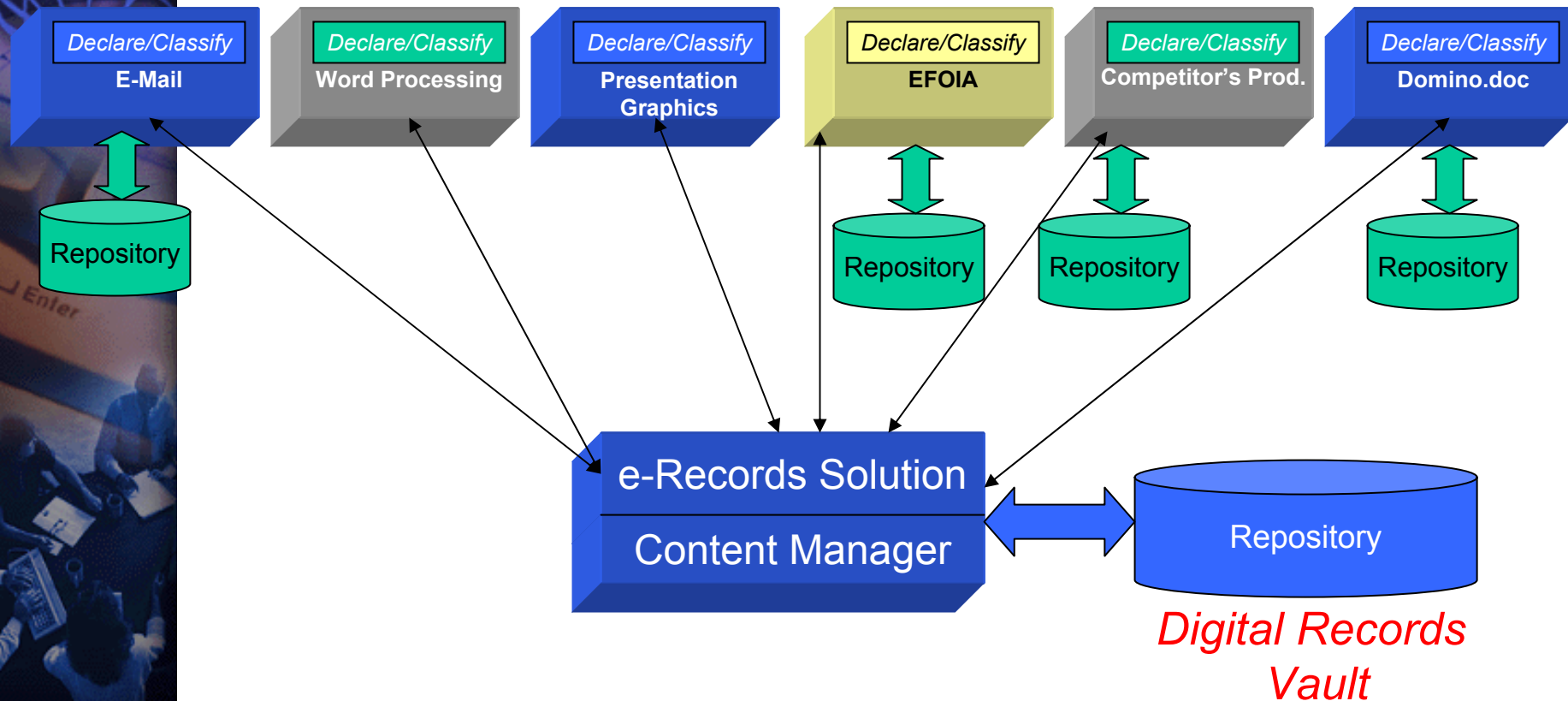


Enterprise e-Records

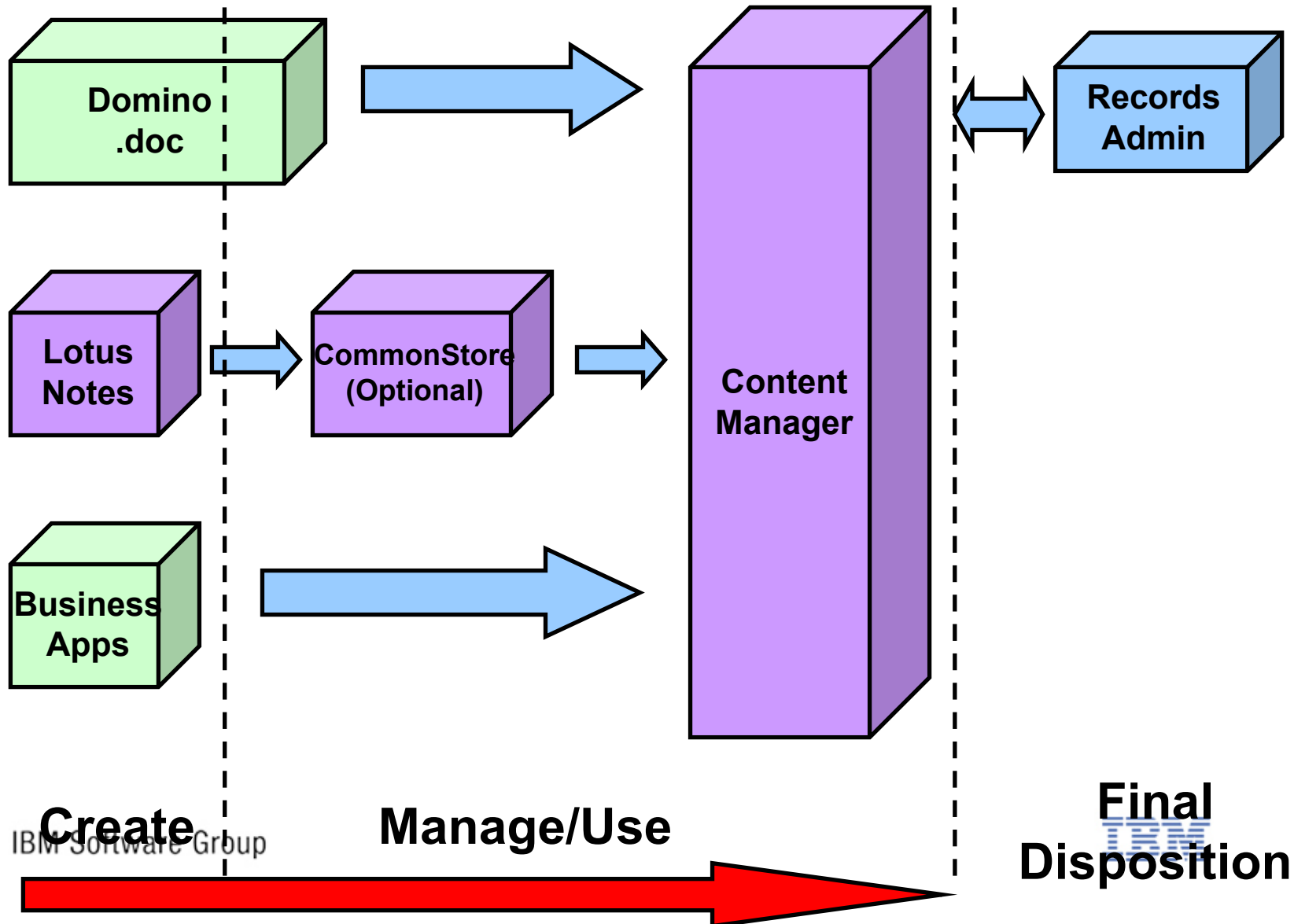




e-Records Creation Environment



IRM Solution Positioning

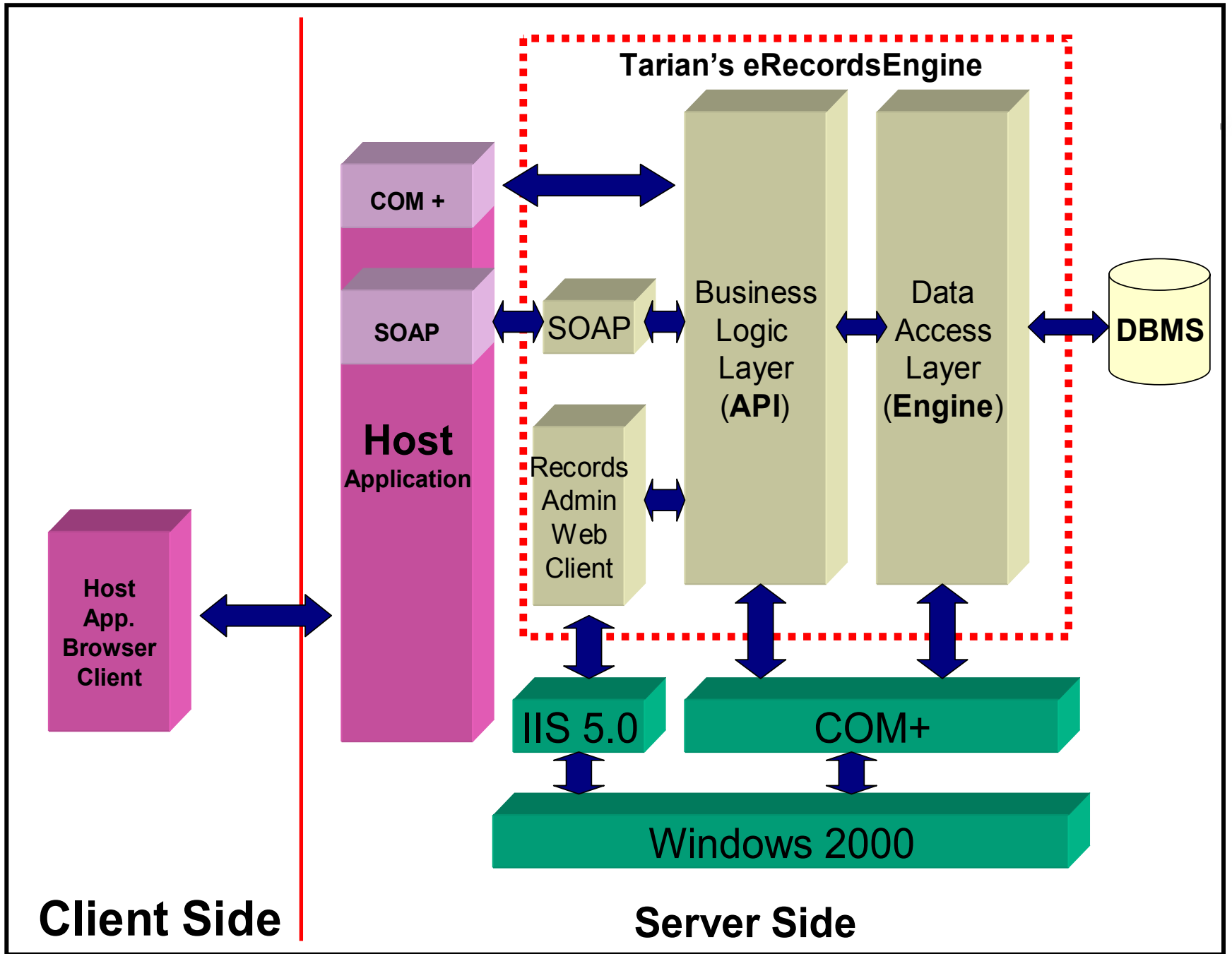


Why IeRS Versus CommonStore?

- If your customer only needs wholesale archival of data then CS is the answer
- If your customer needs to apply records management practices to data then IeRS is the correct answer

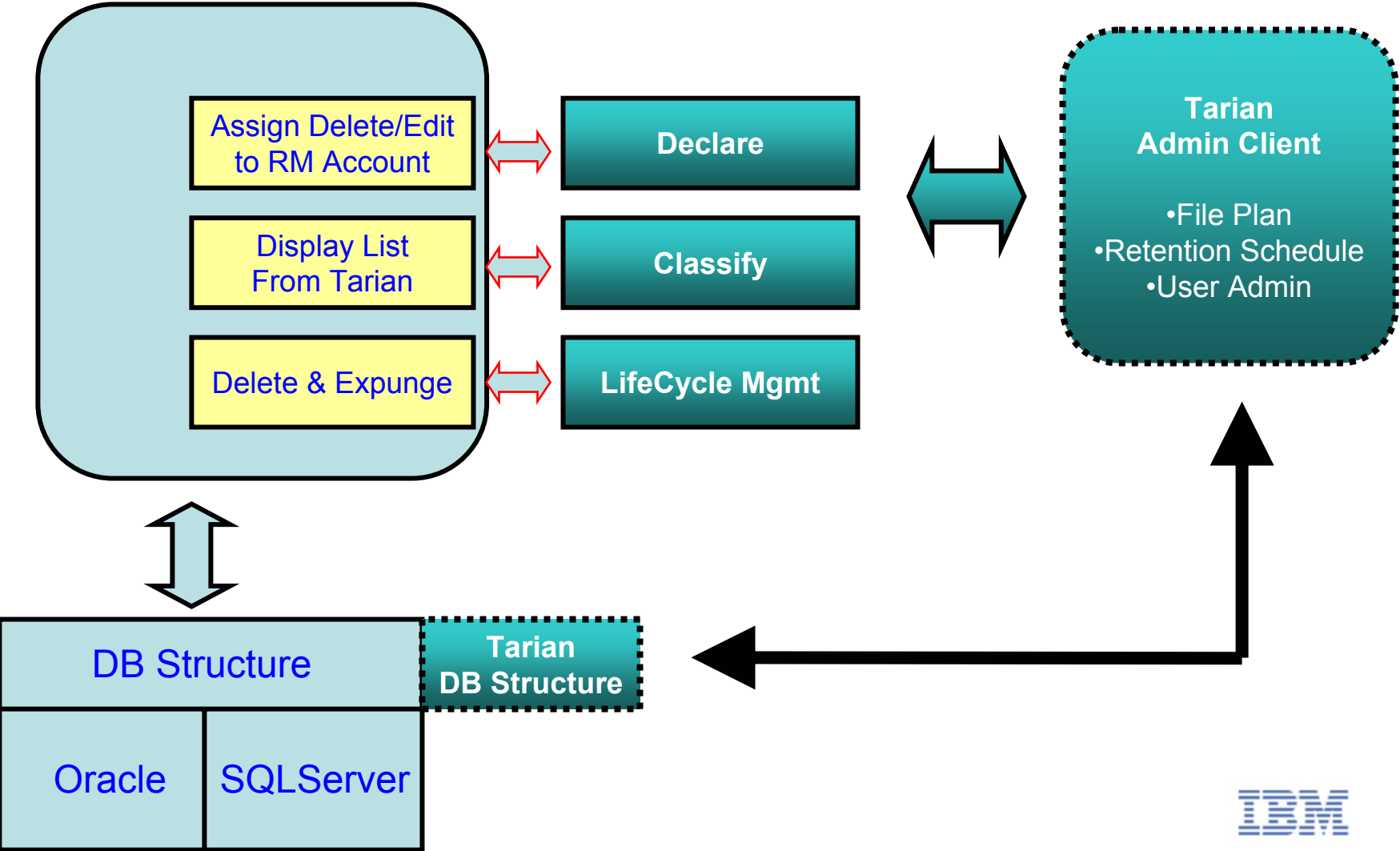
IBM Records Manager

- **Toolkit – NOT A STANDALONE APPLICATION**
 - Must be integrated with a desktop application
- **Internet Platform**
 - For latest web-enabled business software
- **Windows and Web Services Architecture**
 - Wide industry applicability
 - Future – ported to JAVA technology
- **US DoD 5015.2 and International Standards Compliance**
 - Meets industry requirements



Embedding e-Records

Host Application



Future Direction

- **Support for DB2**
- **Port to JAVA Technology**
- **Tightly integrated with all applicable IBM Software Products**
 - Lotus Notes
 - Domino.doc
 - Commonstore
 - WebSphere, etc.

Technology Advantages

- 1. Superior Technology Model**
- 2. Scalability**
- 3. Recordkeeping Method Modeling (RMM)**
- 4. Multi-platform support**
- 5. Global Support**

Ordering

- **Current IBM Content Manager Integration**
 - IBM Records Manager (IRM)
 - Passport Advantage
 - Server. per User Price and media pack prices
 - IeRS software is free through CM Services
 - Requires Statement of Work and for-fee services
 - Contact Services Business Development Managers
- **Future**
 - Fully integrated with CM
- **Integration with non-IBM Applications**
 - Order IBM Records Manager (IRM)
 - Custom integration required

Pricing – 1-1-03

- **Server w/1 Yr. Maint.**
 - D5213LL
- **Per User w/1 Yr. Maint.**
 - D5210LL
- **Media Kit**
 - \$25.00
- **Passport Level A**
 - \$24,000
- **Passport Level B**
 - \$40.00
- **Passport Level C**
 - \$25.00
- **Pricing subject to change**

Summary

- **IBM Records Manager allows customers to:**
 - Integrate a single e-records solution across multiple applications
 - Apply records management consistently and non-intrusively to current business processes and IT environments
- **IBM Records Manager**
 - Removes the need to install separate applications on desktops
 - Eliminates the need to move thousands of document/video/audio, etc. files into a new completely separate repository.
- **Hugh Services Revenue Potential \$\$\$\$\$\$\$\$\$\$ for IBM's Partners**

More information

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WW Data and CM Channels**

Records Management Solutions

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<http://www-3.ibm.com/software/data/cm/cmgr/rm/>