

Compliance and Retention Policy Services

Establish Agreement on Record Retention Policies and Business Requirements for Electronic Documents and Data

Service Overview

Objective

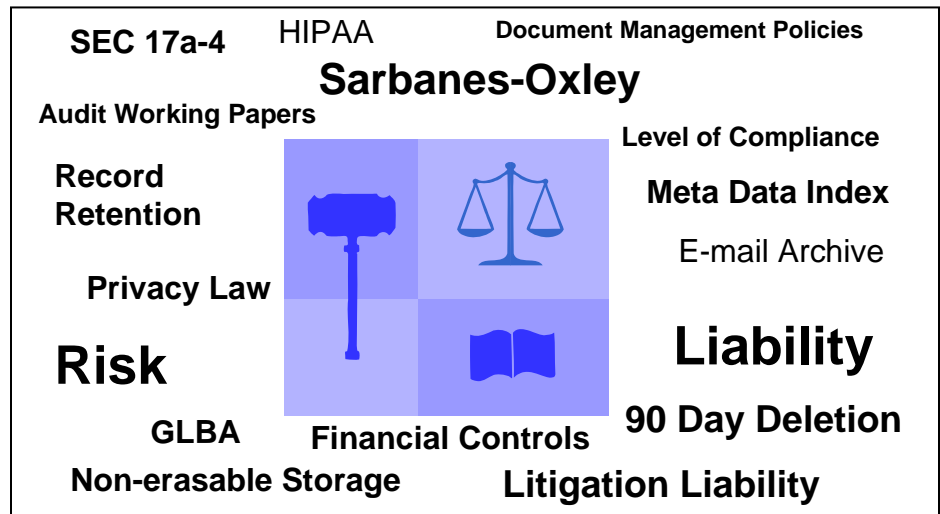
Establish compliant, legally-supportable record retention policies that are simple and cost-effective to deploy and maintain.

Deliverables

- Compliance and Document Retention Policy Seminar
- Current Practices Report Card
- Global Retention Policy Draft
- Policy Draft – E-mail Archiving
- Policy Draft – Unstructured Data and File Server Archiving
- Policy Draft – Enterprise Application Data Archiving
- Policy Deployment Plan
- Communication and End-User Education Plan

Benefits

- Establishes conceptual framework and cross-functional common ground regarding legal, regulatory and operational needs
- Engages application owners and representative end-users in policy and requirements definition
- Creates or updates retention policies for the major categories of electronic documents and data
- Documents IT-facing and end-user policies for data retention, storage security and data accessibility
- Simplifies policy deployment by facilitating technology leverage and policy automation
- Reduces end-user effort and IT intervention
- Essential first step to ensure compliance, reduce risks, optimize service levels and lower costs



Data Policy Confusion is Risky

Compliance and business requirements are driving explosive growth in digital documents, databases and message stores. Companies consider technology solutions for secure and affordable data storage and management, but often find that policy conflicts or uncertainties prevent forward movement. Meanwhile, the risks and costs are growing along with the data stores.

Questions to consider:

- Do you have a record retention policy? Or many of them?
- Do your policies include all record formats, not just paper?
- Do they reflect recent changes in laws, regulations, technologies, standards and best practices?
- Are the policies consistent, realistic and simple to deploy and manage?
- Is management unsure of electronic record retention requirements?
- Do conflicting views prevent action?

Defining the Requirements

Contoural offers Compliance and Retention Policy consulting services to help you ensure compliance, meet legal requirements and reduce costs. Senior Contoural consultants work with the legal, compliance, HR business and IT groups to clarify the client's business requirements and current practices, and compare them to industry best practices. Contoural then develops and proposes a record management policy that simplifies the management of e-mail, databases, electronic document files, and (if needed) paper documents. The proposed policies are designed so that the client can leverage available technologies to achieve simplicity, ease of deployment and ongoing cost reduction.

These services are structured as discrete projects that offer immediate value. The typical Phase 1 project is an educational seminar or workshop that establishes a conceptual framework for collaboration. Phase 2 includes requirements definition, policy creation and action plans.

Phase 1: Policy Seminar

This educational seminar reviews legal and regulatory requirements for electronic document retention, retrieval and protection. It also explores industry best practices and evolving stakeholder expectations. The objective is to establish a common understanding and conceptual framework for requirements definition and policy development.

Participants may include compliance, legal, records management, IT staff and business or functional stakeholders. After completing this phase, the team will have a solid basis for moving forward with detailed requirements definition and policy development.

Course Outline (Example)

Morning: Core Modules

- Overview of Electronic Record Archiving Requirements
 - Regulatory Compliance Trends
 - Litigation Discovery Readiness
 - Business Productivity
- Regulatory Compliance Framework
 - Industry and Cross-Industry Regulations
 - Common Public Policy Goals
 - Document Retention Capabilities
 - Information Security Controls

Afternoon: Optional Modules

- Litigation Discovery Trends & Cases
- Cross-Industry Regulations (e.g.)
 - Sarbanes-Oxley Act (U.S.)
 - Data Protection Act (Europe)
- Industry-Specific Regulations (e.g.)
 - SEC Rule 17a-4 (integrity focus)
 - GLBA (consumer privacy focus)
- Best Practices Workshop

Phase 2: Policy Definition

The second major step is to collect, reconcile and document business requirements for electronic document and data retention, storage and retrieval – and then consolidate these requirements into appropriate retention and storage policies for approval.

Current Practices and Needs

Policy development begins with a clear understanding of current electronic-document retention practices and policies; stakeholder views on compliance and risk when retaining and destroying documents; unmet needs for electronic document storage and retrieval; and current or planned IT infrastructure capabilities.

Contoural consultants conduct short interviews with selected stakeholders, using a structured interview process to gather requirements and identify any issues that require resolution. The findings are summarized in a Current Practices Report Card for management.

Retention Policy Creation

Based on the findings from stakeholder interviews and management review, Contoural consultants prepare and present appropriate policy documents for client review and approval.

These policies are customized to meet the client's business needs, comply with applicable laws and regulations, reduce litigation risks and simplify policy implementation.

Resulting policy documents range from global retention policies to specific policies for unique data types or regulatory environments.

Finally, a Policy Deployment Plan recommends next steps for policy deployment, and for assessing potential technology approaches to policy automation and simplification.

About Contoural

Contoural is a leading independent provider of business and technology consulting services focused on compliance, intelligent data management and storage strategy.

Contoural helps clients address the emerging business requirements around data, and then align their business needs with their IT strategies and storage spending. This bridges the gap between applications and storage.

Contoural helps enterprises ensure compliance and reduce risks, while also optimizing service levels and reducing costs.

Contoural Services

Contoural consulting services cover a broad range of enterprise needs, from compliance assessment and policy definition to storage strategy, solution architecture and deployment assistance. Contoural is an independent provider of professional services, working with IT organizations and major storage software and hardware vendors to ensure selection and deployment of cost-effective solutions that meet real business needs.

Contoural consulting practices include:

- Compliance and Retention Policy Development
- Data Classification and Tiered Storage Strategy
- Archiving Design and Deployment
 - E-mail and Instant Messaging
 - Unstructured Data and File Servers
 - Structured Data and Enterprise Applications
- Backup and DR Optimization

For more information, visit www.contoural.com or email us at info@contoural.com

