

# EMC CONSULTING INFORMATION GOVERNANCE AND RECORDS COMPLIANCE SERVICE USING THE RSA ARCHER eGRC PLATFORM

Achieve steady state operations and ROI through reduced risk and cost

## ESSENTIALS

Partner with EMC Consulting for your information governance and record management program and benefit from:

- An information-centric approach that helps you meet your governance and records management challenges
- Deep industry understanding and consultants who average 17 years of experience
- Extensive compliance and information lifecycle management experience that helps you define the right information governance strategy for your organization
- The RSA Archer eGRC Platform for information risk and compliance management in a single web-based solution

## OVERVIEW

The need for sound information governance and records management has increased dramatically with the astronomical growth of digital information. However, many organizations lack the appropriate protection and record-keeping practices for critical or sensitive information. In addition, they are unable to comply with the volume of regulations and legislated retention periods while meeting the needs and expectations of the business user community.

Weak information governance, records and information management, and eDiscovery processes can jeopardize an organization's ability to demonstrate compliance—and in the event of an incident, erode brand image and impact revenue.

Achieving effective information governance is a complex challenge. Information exists in silos, in both structured and unstructured forms, making it difficult to answer fundamental questions about where critical and sensitive information resides, how it is accessed, and how it is retained and disposed. Processes must be put in place to ensure that electronic records are not modified, deleted, or inappropriately accessed, and integrated records management systems must be implemented across the organization. Responsibility for information spans the organization, from the CEO through legal and compliance, to records management, business units, and IT managers and professionals.

Effective governance requires a proactive information management strategy, with policy-based retention and disposition management, complemented by policy-based information security and privacy management. A good program provides preparation for information-related events, including deciding and applying retention, archive, and disposition policies on who can access the information and how to secure the information. Most programs include determining eDiscovery methodologies (hold, collection, chain of custody disposition) and identifying and implementing the proper controls.



## KEY SERVICE COMPONENTS

### Develop a Maturity Assessment, Strategy and Business Case

- Baseline your organization’s current information governance and records management approach, identify gaps, and make recommendations to get you to your target state
- Classify information and identify optimization and remediation opportunities
- Develop a risk and cost analysis, and priorities for change
- Develop a clear and compelling business case for change
- Define a Records and Information Management strategy across organizational, policy, process, and technology domains
- Define a Data Retention Management Strategy focused on structured and/or unstructured sources, policy and controls
- Define the organizational and technical capabilities and practices to store, retain, archive, enable litigation hold and defensibly dispose of business records

### Develop a Governance Framework

- Establish information governance program goals, policies, and metrics
- Understand and meet regulatory requirements for structured and unstructured information,
- Develop a governance framework, including top-down policies and controls

### Business and IT Requirements, Processes, and Procedures

- Build out business processes for governance and records management
- Develop an electronic sources map to bridge common processes across Legal and IT
- Document a defensible, end-to-end organizational Litigation (eDiscovery) Response Protocol to mobilize IT, Legal, RM, and LOBs when an eDiscovery matter hits
- Build out IT processes supporting electronic records management, including file plans and procedures

### Technology Enablement

- Develop detailed architectural designs for technologies monitoring and enforcement
- Recommend, test, and implement technologies for information governance, records management and eDiscovery

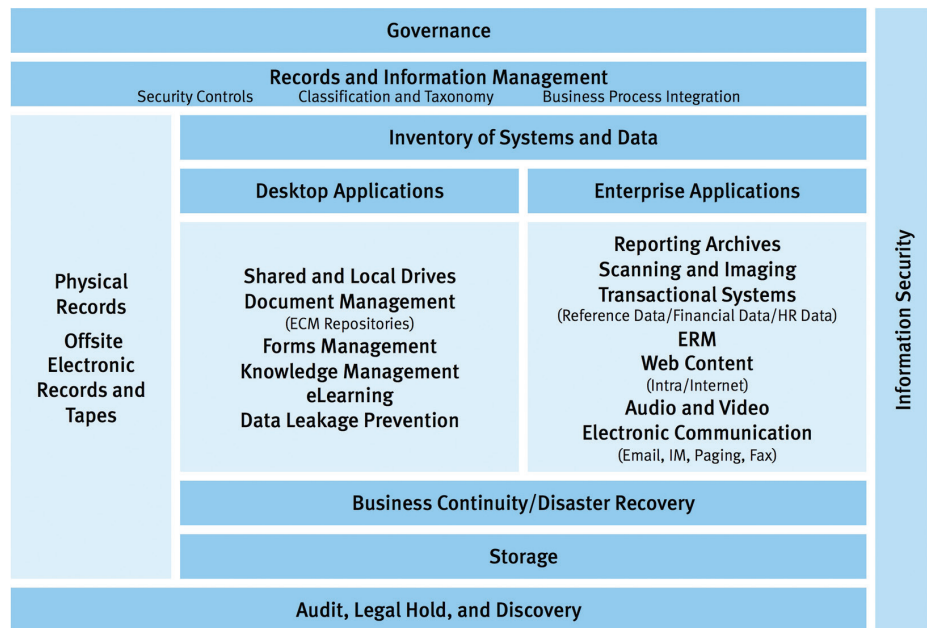
### Transformation and Transition to Steady State

- Program management to ensure projects are initiated, monitored, and kept on track for successful implementation
- Change management, including new role definitions and metrics, to ensure the organization embraces new processes and procedures

## EMC INFORMATION GOVERNANCE AND RECORDS COMPLIANCE SERVICE

EMC® Consulting and RSA Archer have collaborated to create an automated approach to information governance and records management compliance. The EMC Information Governance and Records Compliance Service helps you get a baseline understanding of your current capabilities and gaps, develop the case for change, and define and implement a practical deployment roadmap to get you to your target state.

Information governance and records management spans many functions—from corporate data policy and data management of structured and unstructured data to e-retention and eDiscovery—both within the organization and extending to the cloud. By identifying gaps in your program, policies, and procedures, we focus on priorities that present the greatest exposures to your organization. The objective is to help you achieve an operational steady state where the organization sees return on investment through reduced risk and cost.



### EMC’s Information Governance Framework

EMC Consulting uses a proven, information governance framework, built on industry-accepted standards and best practices, to understand your business requirements and align your technology investments.

The framework begins with a governance model, followed by a records and information management approach that spans physical and electronic records residing both on desktops and across enterprise applications. The service extends to business continuity, disaster recovery, and storage. Support for audit, legal, and discovery requirements provide the foundation for this framework.

EMC Consulting GRC professionals work with you to develop a maturity assessment, strategy, and business case and a governance framework; define business and IT requirements, processes, and procedures; implement enabling technology; and transition/transform to a steady state.

This service leverages RSA® Archer eGRC platform and applications for risk, compliance, and incident management. Using the RSA Archer platform, EMC helps you build an efficient, collaborative enterprise governance, risk, and compliance (eGRC) program across IT, finance, operations, and legal domains.

The team uses a risk-based scoping process to identify and monitor potential risks, leveraging RSA Archer’s master library of assessment questions to deliver targeted information governance and records management assessments for a particular business unit or requirement. You receive comprehensive reports on your organization’s risk and compliance profile that identify compliance deficiencies.



EMC uses RSA Archer to help manage remediation plans and automate the Litigation Response Protocol processes and procedures. The RSA Archer platform helps centralize and track incident data, manage the investigation process, and report on incident management activities.

With RSA Archer, you can manage risks, demonstrate compliance, automate business processes, and gain visibility into corporate risk and security controls. The out-of-the-box solutions are built on the RSA Archer eGRC Platform, which gives your business users the freedom to tailor the solutions and integrate with multiple data sources through code-free configuration.

## EMC CONSULTING FOR INFORMATION GOVERNANCE AND RECORDS COMPLIANCE: EXPERTISE AND EXPERIENCE

EMC Consulting certified professionals understand the obstacles organizations face in developing and maintaining a sound information governance and records management program, and have the experience to help organizations determine the right program that balances business agility with value-based investments. The EMC Consulting GRC team has a solid track record of delivering thousands of projects for some of the most information-intensive organizations in the world—addressing challenges that other consulting organizations are just starting to consider.

EMC's GRC consultants average more than 17 years of experience in the industry. Many have held senior positions in well-known domestic and international enterprises, hold internationally-recognized certifications, and have been published in IT and business journals. They have also participated in the creation and usage of standards, working with bodies such as the ISO, AIIM, and The Sedona Conference. Their expertise and experience includes:

- Conducting information assessments for some of the largest and most admired organizations in the world
- Helping manage eDiscovery programs for organizations addressing legal matters
- Leading international remediation efforts requiring the management of global and local resources
- Helping customers achieve regulatory compliance while transforming their IT service organization as they transition to cloud computing environments.
- Offering deep expertise in the RSA Archer eGRC framework

## ABOUT EMC CONSULTING

As part of EMC Corporation, the world's leading developer and provider of information infrastructure technology and solutions, EMC Consulting provides strategic guidance and technology expertise to help organizations exploit information to its maximum potential. With worldwide expertise across organizations' business, applications and infrastructure, as well as deep industry understanding, EMC Consulting guides and delivers revolutionary thinking to help clients realize their ambitions in an information economy. EMC Consulting drives execution for its clients, including more than half of the Global Fortune 500 organizations, to transform information into actionable strategies and tangible business results.

### CONTACT US

More information about EMC Consulting can be found at [www.EMC.com/consulting](http://www.EMC.com/consulting).

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