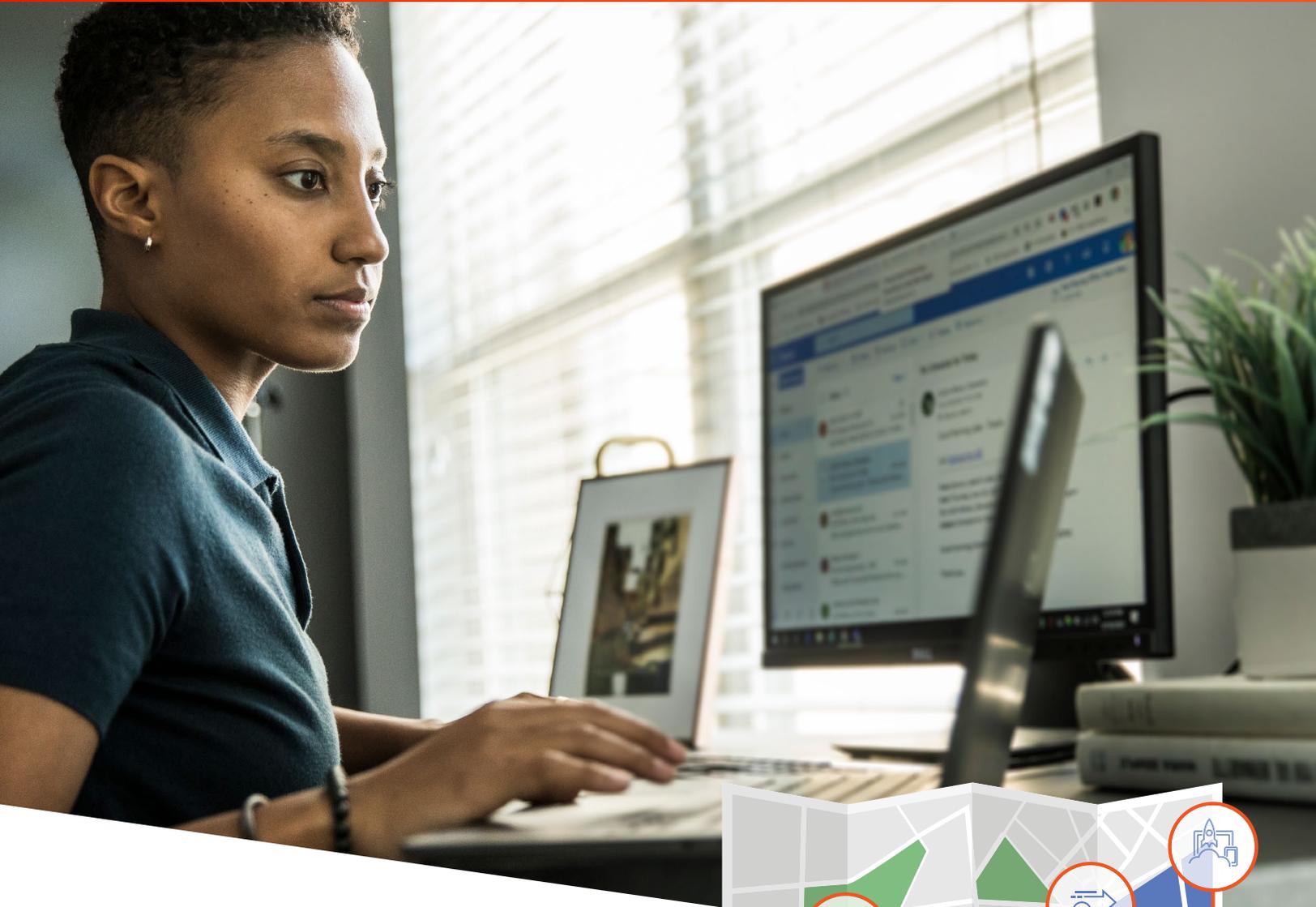




Access[®]

Integrated Information Management

A Roadmap with Considerations for Properly Assessing Your Organization's Information Priorities



We live in a time of rapid change, as organizations of all kinds and sizes find themselves faced with an array of challenges. We've been faced with some of these challenges for years or decades; for example, the transformation of information technologies and the growth of data sets. Others are new challenges— the emphasis on personal data privacy, and the novel coronavirus, to name a couple of the most impactful. Regardless of the mix of challenges you may face, they combine to create an unparalleled paradigm. There is a new sense of urgency in meeting those challenges. And now, in an environment where information is more important than ever, when effective business processes, efficiency and cost-effectiveness are critical, we're all faced with a disruption to those things that will require us to reimagine and reengineer our processes.

If you've been putting off that reengineering process, now is the time to get it done. With the right approach, you can begin to make significant strides in improving the management of your information assets and processes. Doing so will make your organization leaner, meaner and more efficient. What follows is a roadmap and checklist to help you do that.

Map Your Journey

The pandemic has forced many organizations to consider new initiatives. There's a temptation to want to do something, anything, to get started. That's often the road to ruin. Organizations sometimes make a huge investment, or embark on some other big initiative, without first thinking things through. This is sure to produce results that waste years of time and a ton of money.

First, you need to set table stakes. Confirm where you are now, and where you want to be for each stage of your integrated information management plan, including the all-important end goal. Figure out what brought you to where you are now and where you want to be in the end. Be specific and seek to understand, with direct information from key stakeholders, what the drivers are for an integrated information management initiative. A successful implementation means understanding what the issues are around access to information, industry and/or regulatory compliance, as well as associated budgets and funding. It is likely that a combination of factors will drive how you think about the end goals.

AS YOU FORMULATE YOUR PROJECT CONSIDER THESE QUESTIONS:

- ✓ What are the primary business factors driving this initiative?
- ✓ Who are the primary stakeholders?
- ✓ How will this initiative make the organization stronger?
- ✓ What are the top outcomes that need to occur as a result of this integrated information management initiative?

Inventory the Formats and Processes

An organization's information processes often grow in dribs and drabs, without a strategy and little or no central planning or oversight. That's part of what you're trying to fix, but that knowledge is also central to any go-forward strategy. You may find that you need to do some digging and thinking to get a clear idea of where you are and how you'll achieve what you need to.

Understanding which processes are taking place in what repositories and in which media is a key factor in any improvement. If a process isn't working effectively, you need to know exactly what that process is and how it operates in order to improve it. Chances are you have both electronic and paper processes, so you need to know how each works and if they feed into each other. If it's a paper process, you need to confirm some details – workflows, procedures and the like – to determine if they can be improved upon or replaced. If you have an electronic process or system, you need to understand what it does for you and how well it's performing.

KEY CONSIDERATIONS FOR FORMATS AND PROCESSES INCLUDE:

- ✓ Are we paper-intensive?
- ✓ Are we digital-first?
- ✓ Do we seek to be digital-first?
- ✓ Are records-related processes manual or automated via systems?
- ✓ Is there a way to automate manual processes?
- ✓ Have digital systems been adopted accurately by end-users?



Assess your current program

You need to audit your current information programs and systems. This part of the assessment is key. Identifying and analyzing strengths and weaknesses is essential to your goal of a better, more efficient integrated information management program.

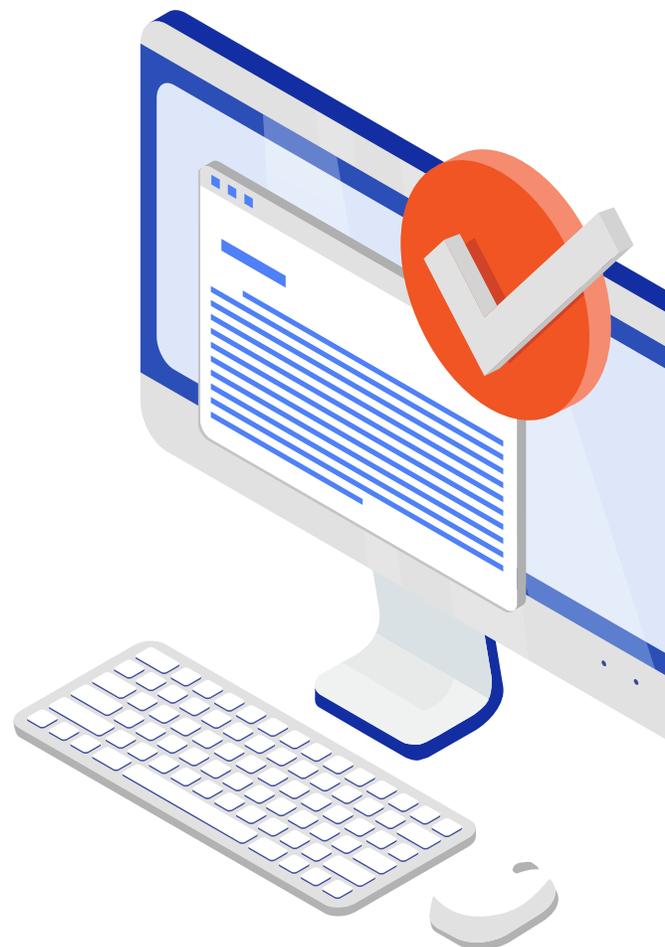
To understand what “better” looks like, you will need to assess both the quality and location of your information. According to Microsoft, the average mid-sized business has 10 or more information systems. Experience dictates that these systems tend to be of varying quality and often are not integrated with each other. A full assessment of what you have will help you establish what you actually need.

Every organization has processes or systems that could work better. There’s no “best” fix for any problem. What’s best is dependent on a lot of factors, but none is more important than defining what a “better” state really looks like. It could be as simple as redesigning some workflow, or as complicated as installing an enterprise-wide IT solution. And with every potential solution comes a series of challenges and costs that will weigh on the ultimate decision.

At the end of the day, you’re imposing some solution, large or small, to fix a problem. The solution needs to improve some outcome that is meaningful to your stakeholders. To do this, you need to understand exactly what that improved outcome is supposed to look like after the fix. Far too many organizations don’t bother to establish goals for their information management initiatives. The result is an expensive, failed solution that doesn’t produce the right outcomes.

AS YOU ASSESS YOUR CURRENT INFORMATION PROGRAM, ASK YOURSELF THESE QUESTIONS:

- ✓ What’s working well?
- ✓ Do you have an accurate inventory of all digital and paper repositories?
- ✓ How much paper do you have across the organization?
- ✓ How much electronic data do you have?
- ✓ What is the process for determining if paper records are stored onsite or offsite?
- ✓ Are there information silos that need to be alleviated?
- ✓ Are there challenges with information processes that need to be fixed?
- ✓ Are there information access obstacles that need to be addressed? (ie remote access, security, privacy)



Timeline and Budget

Determine how quickly you want to get from here to there. Then assess how quickly you can get from here to there with the budget and resources available. As you set your timeline and budget evaluate if there are necessary budgetary requirements or regulatory deadlines that are driving this initiative.

Substantial changes to your information processes will take some time, even under ideal circumstances. If you want to make reasonable headway, you'll need a timeline with achievement milestones. Interim milestones help break down the project into reasonable chunks. Once the project kicks off, it will allow you to measure progress. Be reasonable – the organization isn't going to stop everything else to get this done, and there will be roadblocks to get past. Get stakeholder buy-in on the timeline before project launch to eliminate as many obstacles as possible.

Short-term and long-term budgets are critical to your end solution. Pretty much any reengineering, even when it saves money over the long term, will incur short-term costs. And some, like large IT acquisitions, will be very expensive. What you can do and how quickly you can do it will depend critically on how much money you have to spend for the duration of the initiative. The implementation period could be multi-month or even multi-year depending on the depth of the initiative. Additionally, there may be on-going fees associated with a new IT infrastructure, vendor contracts or software investments.

WITH BUDGET AND TIMELINE, IT'S IMPORTANT TO ASK THE BIG QUESTIONS FIRST. FOLLOWING ARE A FEW TO PONDER:

- ✓ Are there regulatory requirements with associated deadlines driving this initiative?
- ✓ Are there internal deadlines driving this initiative?
- ✓ What is the budget?
- ✓ Is there funding available through multi-department needs?
- ✓ Can the first year be expended as a capital improvement?
- ✓ What is the post-implementation budget?



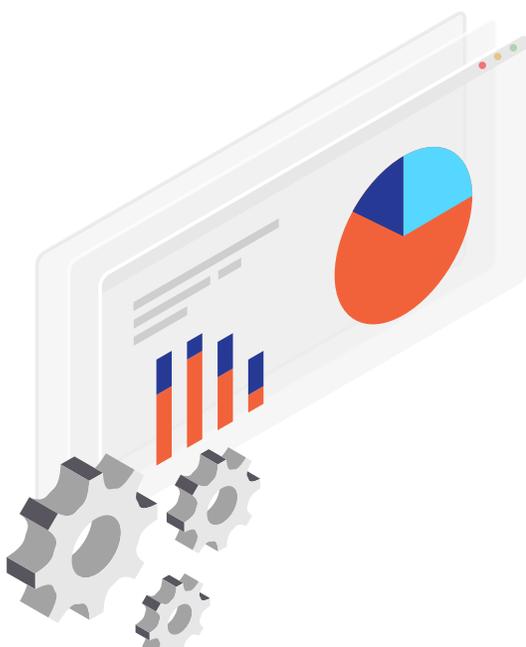
Focus on Strategy and Available Resources

It's really easy to assume that all of this can be handled by an internal team. Ultimately, that could be more costly than hiring an expert. Executing on a highly complex program is incredibly time-intensive, which can shift the focus from the strategic to the tactical. Once this happens, it's easy to lose sight of your goals.

The expertise is out there, but you do not need to outsource everything. If you have the time and resources, you can look inside your organization and determine what is feasible to do internally. It's recommended that you outsource the items for which you do not have the internal expertise or time. Direct your budget to the more complex parts of the project where bringing in experts will really make a difference.

STAYING FOCUSED ON STRATEGY REQUIRES REFLECTING HONESTLY ABOUT INTERNAL CAPABILITIES. START BY ASKING YOURSELF AND YOUR TEAM THE FOLLOWING:

- ✓ What resources are available for this project and is there a limitation to the number of hours available?
- ✓ Do you need to hire additional staff as part of this project or is it better to hire an expert?
- ✓ What are the key areas of expertise essential to this integrated information management initiative that you have at your organization?
- ✓ Do you need to outsource portions of this project due to lack of expertise?



Taxonomy and Metadata are Crucial

Many organizations have metadata that is not well managed, is incomplete or non-existent. This happens all the time. Repositories are activated and filled with data with either no metadata rules, nonsensical rules or unenforced rules, such that there's no meaningful organization at all. This can be the case for both hard copy and electronic records. Poorly named paper files with no indexing schema are no different than electronic records with bad metadata. Same problems, different formats.

As you embark on an integrated information management initiative, you must remember that most information systems do not come with a built-in metadata schema. You must develop your own. At best, some solutions have a templated metadata schema. It's a virtual certainty that it's not the same as yours. At minimum you will have to modify either your existing metadata architecture, or request changes to the new system. This lack of metadata schema is true for systems that manage electronic records as well as for systems that manage paper files. It's common to see failures because an organization bought an expensive package but didn't bother to develop a data structure and metadata schema for it, creating an unstructured mess.

CREATING A TAXONOMY AND METADATA THAT IMPROVES UPON WHAT YOU HAVE REQUIRES REFLECTING ON WHAT IS OR ISN'T WORKING. STARTING BY ASKING THE FOLLOWING:

- ✓ Does the current taxonomy and metadata work for your organization?
- ✓ How will you design the taxonomy and metadata to leave room for new information types?
- ✓ Do you have resources for each repository that can map the old metadata schema to the new solution?
- ✓ Are there metadata fields that should be updated or abandoned?
- ✓ Can the receiving system take more and different metadata?
- ✓ Can you concatenate fields to fit new restrictions or automate processes?

Project Launch: Begin With the End in Mind

You've assessed what is working and created a list of desired outcomes. When it's time to launch the project, start with the outcomes and work backwards. Far too many organizations do the reverse. The end result is a technology solution built on paper-based processes. This typically makes for a really expensive, inefficient information program.

It's important to remember that you don't have one big problem, you have lots of smaller challenges. And, they are not all equal – some are more or less important than others. Some things may be working just fine, and don't need changing at all. A change could be a minor process change, a wholesale adoption of a replacement process, a complete technology change, something in between, or something different. Work back from your outcomes to decide what's best; don't work from the proposed solution to the outcome.

Don't assume that the big, complex solution is the best one. Maybe it is, but maybe it's not. If the solution can't be implemented in a thoughtful manner which aligns with your end goals, it is doomed. Choose a solution that can be effectively implemented.

CONGRATULATIONS! YOU'RE READY TO CONTEMPLATE WHAT PROJECT LAUNCH LOOKS LIKE. AFTER REFLECTING ON ALL THE FACTORS ABOVE, REFLECT UPON THE FOLLOWING QUESTIONS:

- ✓ What valuable outcomes will be improved through an integrated information management solution?
- ✓ Are there options that should be eliminated right away because they are not in alignment with business goals?
- ✓ Which options are most likely to align with our desired outcomes?
- ✓ Do we need to adopt smaller targeted solutions short-term?
- ✓ Is it better to engage in a long-term program overhaul?



Considerations For Your Specific Environment

Now that you have level set on where you have been and where you are headed, there are still additional considerations dependent on information format. It is likely that your organization will lean towards either a paper-intensive direction or head the opposite way and strive for a digital-first program. It is unlikely that most organizations will ever be truly “paper-free”. The key here is to choose a direction and then build systems and processes that are part of the business workflow, so end-users don't have to think about whether or not they are handling the information correctly.

Considerations for Paper-Intensive Environments

Let's suppose that you have lots of onsite paper files in an active filing space. The information is located in corporate offices, which is a great advantage when everyone is physically there. However, the pandemic has likely changed your business' priorities and routines. The cost of real estate overhead is on every executive's mind now that they have experienced a remote workforce culture; getting by with temporary solutions. Now the time has come to determine the best way to develop long-term, secure solutions. Here are five things you could do to remedy the situation:

 **Do nothing and leave the filing situation as is.** This is by far the easiest thing to do, but probably the worst. If you really need every file to remain in a paper format in order to conduct business, you've got a big problem to fix. The need to access files remotely has increased and this trend is likely to continue. Relying on couriers and other physical delivery systems to retrieve files is both costly and inefficient.

 **Box up the records, move them offsite and retrieve boxes.** If file retrieval needs are infrequent and/or predictable enough that you can retrieve whole boxes, this could be the right solution. Your business can offload or repurpose office space that was gained and save a lot of money. You will need to select a vendor who is dependable and can provide service-level agreements that meet your business needs.

 **Move inactive files to offsite storage and retrieve digitally.** Organizations choose offsite storage because the associated real estate costs are less expensive, and it allows them to focus their staffing expenditures on information professionals with a strategic mindset. Retrieving files digitally is typically referred to as scan on demand. In this scenario, your records reside offsite in a records warehouse. When you need a file, the vendor scans it, and places it in a designated repository. Organizations can further expand the benefits of this service by developing rules about when to use permanent vs. convenience copies, using return to shelf vs. secure destruction, and incorporating metadata application as part of their scan on demand process. It's a one bite (or byte) approach to digital transformation.

 **Digitize all the paper.** Need everything digitized all at once? Your whole paper collection can be scanned, indexed and placed in a designated repository – by you or a vendor. The beauty and the pain of this approach is that documents will be available anytime from anywhere. Be sure to think about how this repository will handle sensitive documents and who will be allowed to access the repository. You could, in theory, do this yourself, but if it's a big collection, you probably want to engage a vendor to do it. They can usually do it quicker, cheaper, and more effectively than you can. Seek a vendor who is willing to evaluate if you really need to scan it all. As you go through this process you may find documents that would be cheaper to store or destroy. This can represent a cost savings on your overall project and could reduce compliance risks that come from holding documents longer than the regulatory and jurisdictional obligations require.

 **A repository is required.** Repositories are necessary and not all repositories are created equal. As noted in the section about taxonomy and metadata, most solutions do not come with an understanding of how your business describes and retrieves information. Nor does it understand which documents contain sensitive information and how long that information needs to be maintained. If you convert paper to a digital format you will need to choose, develop and maintain some sort of repository.

Which solution is best? Each has some upsides and downsides, and each has its own costs and challenges. The option you implement should be based upon a cost-benefit analysis of each approach, factoring in the cost and difficulty of the tasks, moves, conversions and other activities involved, the weight of any identified downsides and the value of any upsides. Your organization has unique business requirements and the resulting solution should address those requirements.

Considerations for a Digital-First Environment

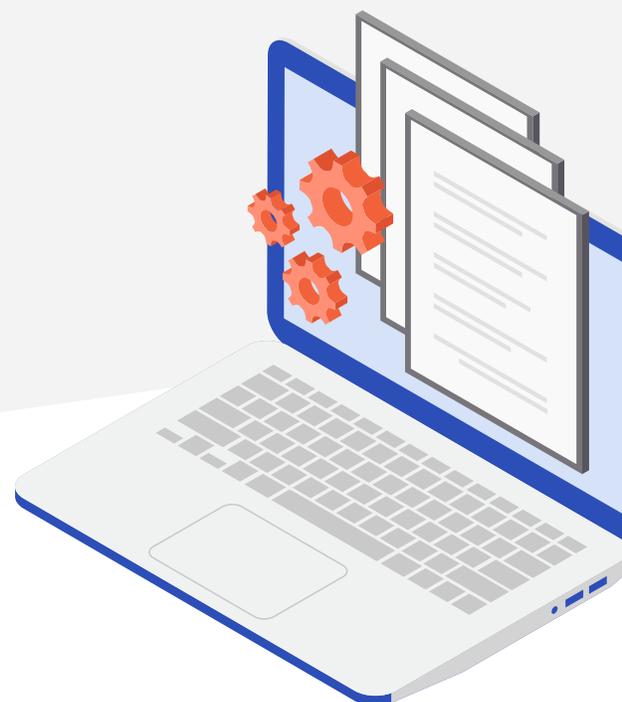
If you are reading this eBook and have a digital-first environment, it is likely that something is not perfect. Let's suppose you have lots of unstructured electronic data in an unmanaged environment like an old and badly managed SharePoint directory. And let's suppose further that this is real, necessary information with legal implications associated with payroll, safety, health or licensing. Following are some actionable scenarios you could consider to improve your current information solution:

 **Do nothing and leave it as is.** As with paper, as long as you can find everything without too much complexity and within a reasonable timeframe, this solution might be just fine. The game stoppers happen when end-users are not able to access information, unauthorized users gain access to sensitive information, or if the organization has trouble identifying sensitive information or information that needs to remain in compliance with a law or industry regulation. Those issues cost businesses money in the form of time lost, data breaches, lawsuits and fines.

 **Automate governance and information across multiple solutions.** Most point solutions have an ability to connect via an API to your existing systems to automate governance and increase efficiency. Advanced solutions will offer dynamic synchronization across multiple systems. This is an important consideration. For example, you may need to send information about contracts from Microsoft 365 into a repository that connects via an API to your financial system. You may also need to securely store and retrieve HR documents and sync with an HRM solution like UltiPro.

Implementing such an integrated solution will require an in-house team or vendor that understands the complexity of managing information across multiple systems. These tools can help you build a good structure to manage information, but you still need the labor resources to configure, manage and analyze it.

 **Move your documents to a document management solution.** The midpoint between a very targeted solution and an ERP system is a document management solution. These systems try to balance all of the related complex and competing factors, while giving you as much flexibility as possible. But in every case, you're dealing with the fact that the designers have a particular vision in mind about what the software is supposed to do, what user demands will be placed upon it, what regulatory requirements it needs to respond to, and so on. Implementing this solution will require a team that understands what types of legal and industry compliance obligations are essential to your organization. Additionally, you are going to need team members that can decipher if the technology is capable of managing and applying the policies in accordance with your compliance obligations.



**Adopt a plenary structured environment.**

A plenary environment is one that is all encompassing. It would require adopting or upgrading an ERP solution. ERP vendors will purport to be able to handle ALL of your data from ALL of your processes in a single unified system. It sounds like a dream, but the truth is that they typically require customization. If your requirements don't mesh well with the ERP's core capabilities, be prepared for a costly implementation. Records teams will find that plenary solutions often need to be customized or augmented with point solutions to cover compliance and retention concerns. This is true even at large multi-national organizations with big budgets.

The plenary nature of an ERP means that information is managed in a way that can make the application of policies difficult. For example, you may discover that your expensive new ERP system has a single process for purging records. If you happen to be doing business in

both Russia and Germany, German privacy laws require you to do something very different than what you need to do in Russia, which is also different from requirements in the rest of the world. If your new ERP system only has single-process purging capabilities, it will not be able to handle your more complex business requirements. Given the increase in privacy legislation in the United States this is likely to be an issue for domestic organizations in the near future. The takeaway here is to keep in mind your legal requirements before purchase and implementation.

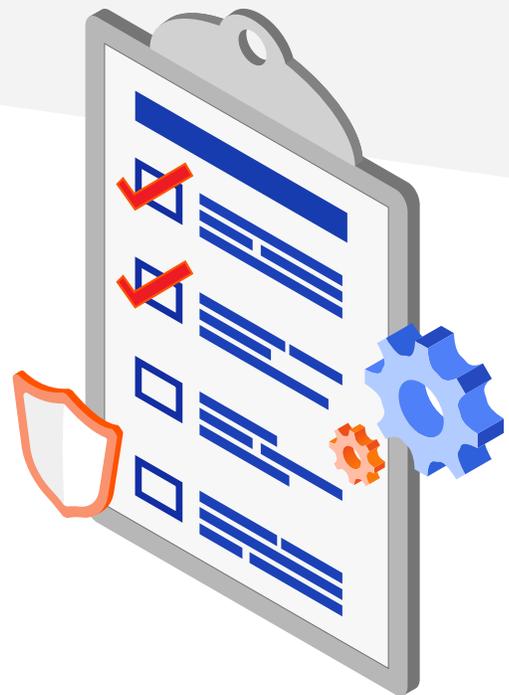
Which of these solutions is correct? Again, all of them can work, but to make them work well, you need to make sure that the solution you're adopting really addresses the outcomes you need. On-going expenses will need to be factored into any digital solution. There will be data mapping, conversion, and implementation fees in your first year, but don't forget that subsequent years will have licensing and maintenance fees.

Partner with the Experts

We hope this roadmap and list of considerations helps to guide your way. Remember, Rome wasn't built in a day, but a steady approach with your eye on the prize will get you over the finish line and pay dividends for your organization over the long run.

To help you get on the right track straight away, we recommend working with your Access Account Executive (AE) who can help you complete the Assessment Checklist below and provide expert advice about the pros and cons of each option.

Additionally, your Access AE can provide best practices and tips based on the successes of other clients who have accomplished similar integrated information management initiatives.



IM Planning Checklist

Set your goals, and prioritize the most important next steps, together with your Access AE:

	Answer 1	Answer 2	Answer 3	Answer 4	Notes/Other Considerations
High-level goal(s) of your IM project?					
What are the desired outcomes? (see examples in far-right column)					ie. Faster document retrieval, Stronger privacy protection, Better regulatory compliance, Ease of use by employees, Fewer errors.
CURRENT STATE					
What is the current state of your IM landscape?	<input type="checkbox"/> Paper only	<input type="checkbox"/> Both Paper and Digital	<input type="checkbox"/> Digital	<input type="checkbox"/> Unsure	
Paper workflow/process - Can they be improved/replaced?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Partially	<input type="checkbox"/> Unsure	
Digital workflow/processes - Are they working sufficiently?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat	<input type="checkbox"/> Unsure	
Would you like your current landscape to change?	<input type="checkbox"/> We're satisfied with a paper-first model	<input type="checkbox"/> Moving towards a digital model	<input type="checkbox"/> We need a digital-first approach ASAP	<input type="checkbox"/> Unsure	
STATE OF INFORMATION					
If paper needs to be managed...					
How much paper do you have?				<input type="checkbox"/> Unsure	
Where is the paper located?				<input type="checkbox"/> Unsure	
If electronic data needs to be managed...					
How much electronic data do you have?				<input type="checkbox"/> Unsure	
Where is the electronic data stored?				<input type="checkbox"/> Unsure	
Processes					
Do we need to redesign some workflows?		<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unsure	
Which workflows?				<input type="checkbox"/> Unsure	
IT solutions					
Is a new enterprise-wide IT solution required?		<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unsure	

	Answer 1	Answer 2	Answer 3	Answer 4	Notes/Other Considerations
INVESTMENT					
When do you need this project completed?	<input type="checkbox"/> 0-6 months	<input type="checkbox"/> Within one year	<input type="checkbox"/> Ongoing project	<input type="checkbox"/> Unsure	
What is the cost?	Quote 1:	Quote 2:	Quote 3:	<input type="checkbox"/> Unsure	
Is the project budgeted?	Yes	No	Partial	<input type="checkbox"/> Unsure	
Is there budget for ongoing maintenance?	Yes	No	Partial	<input type="checkbox"/> Unsure	
Are there other departments that can support the investment?	Yes	No	Partial	<input type="checkbox"/> Unsure	
Who is on the Purchasing Team/ Buying Committee?	Name/Job Title:	Name/Job Title:	Name/Job Title:	Name/Job Title:	
Who needs to approve the final spend?	Name/Job Title:	Name/Job Title:	Name/Job Title:	Name/Job Title:	
RESOURCES/EXPERTISE					
Is there an information governance (IG) steering committee?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Who is on the IG steering committee?	Name/Job Title:	Name/Job Title:	Name/Job Title:	<input type="checkbox"/> Unsure	
Which team members are available to support the IIM initiative? * Which project areas can they support?	Name/Job Title:	Name/Job Title:	Name/Job Title:	<input type="checkbox"/> Unsure	
Which external experts can be hired to help with an IIM initiative?	Name/Company:	Name/Company:	Name/Company:	<input type="checkbox"/> Unsure	
Which project areas can external vendors/contractors manage?	External Vendor project area:	External Vendor project area:	External Vendor project area:	<input type="checkbox"/> Unsure	

	Answer 1	Answer 2	Answer 3	Answer 4	Notes/Other Considerations
MANAGING EACH PART OF YOUR IM PLAN					
Physical Information Storage					
Where are you currently storing paper?	<input type="checkbox"/> Onsite	<input type="checkbox"/> Offsite	<input type="checkbox"/> Both	<input type="checkbox"/> Unsure	
What types of original information do you need to store?	<input type="checkbox"/> Paper	<input type="checkbox"/> Media (hard drives, discs, etc.)	Bio samples	<input type="checkbox"/> Unsure	
	<input type="checkbox"/> Micro fiche and/or film	<input type="checkbox"/> Prototypes and other IP	<input type="checkbox"/> X-rays	<input type="checkbox"/> Unsure	
Need to save \$ on office real estate?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Need to save office space?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Open to offsite storage ?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Need offsite storage to maintain compliance?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Need offsite storage for business continuity/disaster recovery?	<input type="checkbox"/> Yes			<input type="checkbox"/> Unsure	
Scan-on-Demand Capabilities					
Are you open to storing files offsite and receiving files digitally as needed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Do the records require password-protected access?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Will the original hard copies be securely destroyed or returned to storage?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	

	Answer 1	Answer 2	Answer 3	Answer 4	Notes/Other Considerations
MANAGING EACH PART OF YOUR IM PLAN					
Digitization*					
<i>*Note metadata is an essential part of being able to retrieve information. Please see section on metadata considerations below.</i>					
Is this part of a large-scale digitization project?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Will you scan in-house?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Will metadata and indexing be applied in-house?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Do you have an in-house QA process for digitized documents?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
How much paper do you have/# of boxes?	<input type="checkbox"/> 0-100 boxes	<input type="checkbox"/> 101-500 boxes	<input type="checkbox"/> 501+ boxes	<input type="checkbox"/> Unsure	
Do you have a need for day-forward scanning?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
ERP/plenary structured environment solution					
Do you need a single unified data system?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Need to establish an overarching set of rules for RM?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	Consider that there are more limitations to what is possible in a governed ERP with an in-flexible set of rules built in.
Have international laws to factor in?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Do you have the budget for this platform?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	

	Answer 1	Answer 2	Answer 3	Answer 4	Notes/Other Considerations
MANAGING EACH PART OF YOUR IM PLAN					
Document Management Solutions					
Have you identified the types of documents that will be stored in this system?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
If yes, please list. (Common files include HR, contracts, accreditation records and invoices)				<input type="checkbox"/> Unsure	
Do you have an IT resource to guide and determine if the solution meets company best practices?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Are there deal breaker features or capabilities you require? Please describe.	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Do you have resources to clean up, configure and move your data?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Do you have the budget to purchase/lease this platform?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Metadata and Indexing					
What is the current state of your metadata	<input type="checkbox"/> Incomplete metadata	<input type="checkbox"/> Metadata is badly managed	<input type="checkbox"/> Metadata is well managed	<input type="checkbox"/> We do not have metadata	
Is having metadata important to your IM goals	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat	<input type="checkbox"/> Unsure	
If metadata is incomplete/badly managed, can you:	<input type="checkbox"/> Clean up the existing data?	<input type="checkbox"/> Configure the new system to accommodate existing metadata schemas.	<input type="checkbox"/> Massage existing metadata to match the new system.	<input type="checkbox"/> Unsure	
At what level of control is needed?	<input type="checkbox"/> Department level	<input type="checkbox"/> Record level		<input type="checkbox"/> Unsure	
Will the taxonomy, metadata and indexing be designed in-house?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	

	Answer 1	Answer 2	Answer 3	Answer 4	Notes/Other Considerations
MANAGING EACH PART OF YOUR IM PLAN					
Information Governance					
Will these documents require tracking of related jurisdictional laws?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Will these documents require tracking of related industry requirements?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Will these documents require tracking of retention policies?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Will these documents require tracking of legal holds?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	
Do you have a legal resource that will decide which policies will supercede when in conflict?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> Unsure	



To find out how Access can help your business, contact our team today at **1.877.345.3546** or visit us online at [AccessCorp.com/contact-us](https://www.accesscorp.com/contact-us).





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About Access

Access is the largest privately-held records and information management services provider worldwide, with operations across the United States, Canada, Central and South America. Access provides transformative services, expertise, and technologies to make organizations more efficient and more compliant. Access helps companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions, document management software including CartaHR, CartaDC and CartaDC Essentials, and secure destruction services. For 11 consecutive years, Access has been named to the Inc. 5000, the ranking of fastest-growing private companies in the U.S.