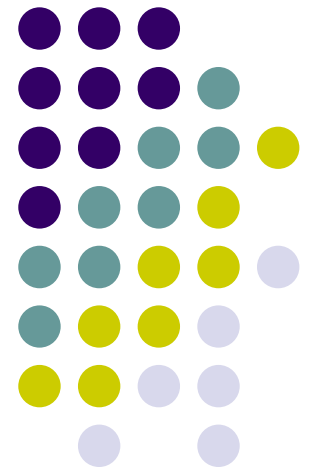
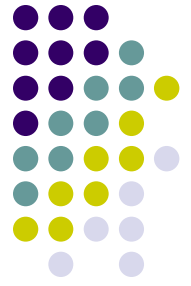


Applying Records Lifecycle Management to Content Repositories

PMI WDC Knowledge Exchange Forum
October 24, 2006

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Records Management and KM

- Managing information throughout its life cycle (from creation, distribution, usage, retention, to final disposition) regardless of medium, according to applicable legal, regulatory and business record keeping requirements.
- Records need to be preserved as *evidence of the organization, functions, policies, decisions, procedures, operations, or other activities*

Challenge: Disposition of Databases



- Company had retention policy but it was not applied to content on Lotus Notes databases
- Needed an initial and ongoing process for managing lifecycle of content, from creation to destruction, in Lotus Notes databases
- By organizing databases, created opportunity to build knowledge repositories for engineers



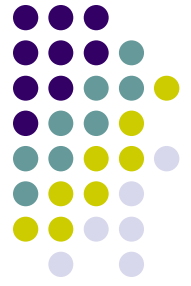
Environment

- Over 6000 databases, created over 8 years
- Continued growth and accumulation of databases throughout company (hundreds of db/year) without a plan to remove inactive databases through archiving and purging or destruction
- No standards for collecting information about a database when it is created. Lack content owners, retention codes, descriptions
- Databases: workflow, discussion, team rooms, documents



Deletion Risks

- Prevent destruction and preserve any content that may be relevant in an ongoing or anticipated litigation
- Prevent destruction and preserve content that supports creation of an idea for a patent (many databases created by engineers for collaboration)
- Retain records according to the Records Retention Policy that is determined by legal, regulatory (e.g. IRS, SEC, SOX) or business requirements

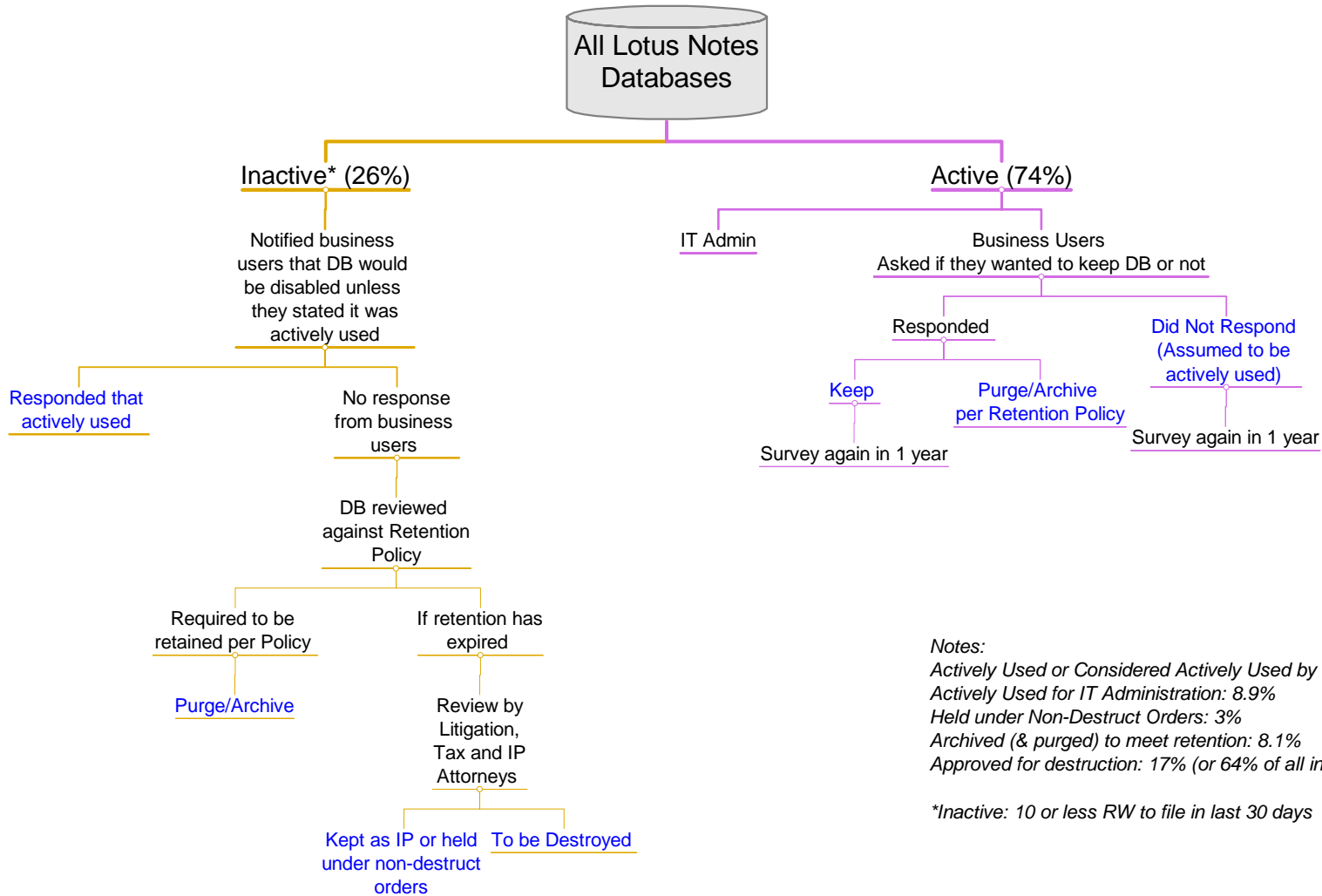


Operational Risks

- Most content unknown, missing content descriptions, catalog lacked standard classification
- No one responsible for database content
- Difficult to find information or knowledge without content classification or metadata on the databases. Leads to risks for business, as well as for litigation, investigations or audits
- By backing up and recovering obsolete data along with active data, process requires IT resources (labor, HW) than necessary



Disposition Overview



Notes:
 Actively Used or Considered Actively Used by Business: 63%
 Actively Used for IT Administration: 8.9%
 Held under Non-Destruct Orders: 3%
 Archived (& purged) to meet retention: 8.1%
 Approved for destruction: 17% (or 64% of all inactive db)

*Inactive: 10 or less RW to file in last 30 days



Lifecycle Mgmt Process

- Clean up / reorganize the databases into records classifications
- Establish archive/ purge for inactive databases that must be retained (disable databases and move to archive server)
- Require annual cycles for clean up and review
- Require content descriptions, business ownership, classification and retention codes at time of setup



Benefits

- Improves ability to locate and access valuable information for business, intellectual property protection, or for defending company
- Development of knowledge repositories
- Reduce litigation risk
- Comply with retention policies
- Destroyed over 1000 databases @ 75MB each = 75TB
* 7 replications = 535 TB storage



Summary

- Ensure the interests of stakeholders, especially when regulatory compliance is involved, are included.
- Align different interests into common objectives
- Establish new standards and procedures to prevent 'repeating' the problems of past
- Keep your audience informed with relevant updates to help manage the change