



MS365 & Records Management

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MS365 – RM USAGE GROWN

- Offers better integration between various MS tools.
- Cheaper costs for the organisation (licenses, number of specialised staff, commonly used so less training and better issue support).
- The more organisations are using it, so it becomes the accepted “norm”.
- RM staff are “forced” to take a broader and more holistic approach to records held by organisation (those held outside of an EDRMS) .

Common Issues

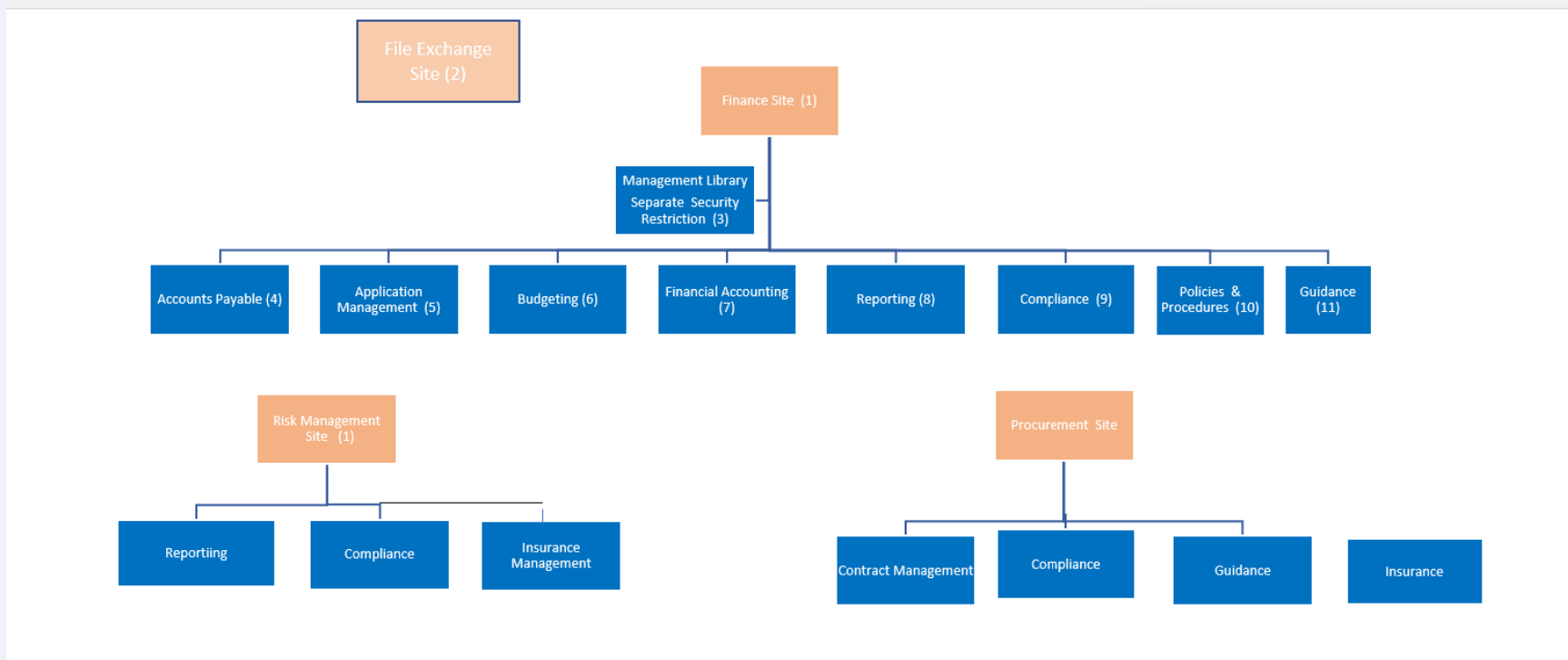
- SharePoint/Teams was rolled out during the pandemic with few controls (wild west scenario).
- Records management practices are not embedded in the organisation.
- Lack of knowledge about SharePoint/Teams and other tools that integrate with these environments.

SharePoint Structure

<p>Site Usage</p> <ul style="list-style-type: none"> - Navigation - Searching across subsidiary libraries - Design - Setting permissions* - Information management across environment <p>*Permissions should set at the highest possible level that it can be applied consistently</p>	<p>Library Usage</p> <ul style="list-style-type: none"> - Document storage - Can be used to segregate distinct processes undertaken in a business area. - Used to separate sensitive & non-sensitive information. - Supports metadata. - Versioning - Managed processes and workflows. 	<p>Folder Usage</p> <ul style="list-style-type: none"> - To group together documentation on the same subject/topic* - Relate associated documents. - Provides context. <p>*Folders lump all the information together. Metadata facilities filtering and refining searches based on the additional information (fields) of information.</p>
<p>Frequency</p> <ul style="list-style-type: none"> - low 	<p>Frequency</p> <ul style="list-style-type: none"> - low to medium 	<p>Frequency</p> <ul style="list-style-type: none"> - high
<p>Permission – Access Level</p> <ul style="list-style-type: none"> - Used to set access permissions if all associated Libraries have the same access groups 	<p>Permission – Access Level</p> <ul style="list-style-type: none"> - Used when libraries have different access groups 	<p>Permission – Access Level</p> <ul style="list-style-type: none"> - Setting access at the folder level should be avoided. - Examine why a folder should not be access by others who have access to the library

Example: SharePoint Structure

Colour
Site = Orange, Library = Blue



LEARNINGS

- Change management is very important, especially if recordkeeping is not embedded in your organisation.
- This is not a quick project as you need to take people on a journey.
- It is likely that you will need to use a several tools (apps) to make up your solution, especially over the extended period when the volume increases.

Is MS365 the answer?

- If you are prepared to take a minimalistic approach.
- Your risk level is on the lower level of the scale.
- Not a large organisation complex organisation.
- Purview was designed to manage security and encryption, not records management.
- MS365 can be made to provide RM functionality, but it is fundamentally designed as a sharing communication tool which means that:
 - The design does not closely align with RM requirements, nor is it closely aligned with the Australian RM methodology.
- Machine learning (AI) still has limitations for classifying things accurately.

ISSUES



Data quality will remain inconsistent until the adoption of better tools and an architecture that makes it easier to manage information.



SharePoint / Teams does not facilitate a centralised structure which makes global level changes difficult.



Lack of appropriate reporting tools to avoid the need to write labour intensive scripts to provide a holistic view of the data stored in these environments.