

# Taming Digital Sprawl with Information Governance

Microsoft  
Partner



Gold Application Development  
Gold Cloud Platform  
Gold Cloud Productivity  
Gold Collaboration and Content

Accessible content is available upon request.

# AvePoint Information Governance Leads



**Alyssa Blackburn**

Information & Records Strategy

Having spent close to 20 years working in the information and records management space, Alyssa is wildly passionate about everything in this area. She spends a lot of her time helping organisations modernise their records management program and helping them make the most of their Office 365 investment for information management. Alyssa is responsible for AvePoint's records management offerings.

 [@blackburnaj](https://twitter.com/blackburnaj)



**Jay Leask**

Principal Solution Engineer

A seasoned consultant with a focus on digital collaboration and stakeholder engagement, Jay uses 20 years of IT experience to engage customers in designing solutions to increase the value and decrease risk of their Microsoft investments. Jay Leask is a Solutions Architect for AvePoint Public Sector and co-host of the "Speed of Technology Podcast, On the SPOT."

 [@jayleask](https://twitter.com/jayleask)



# What are we going to talk about?



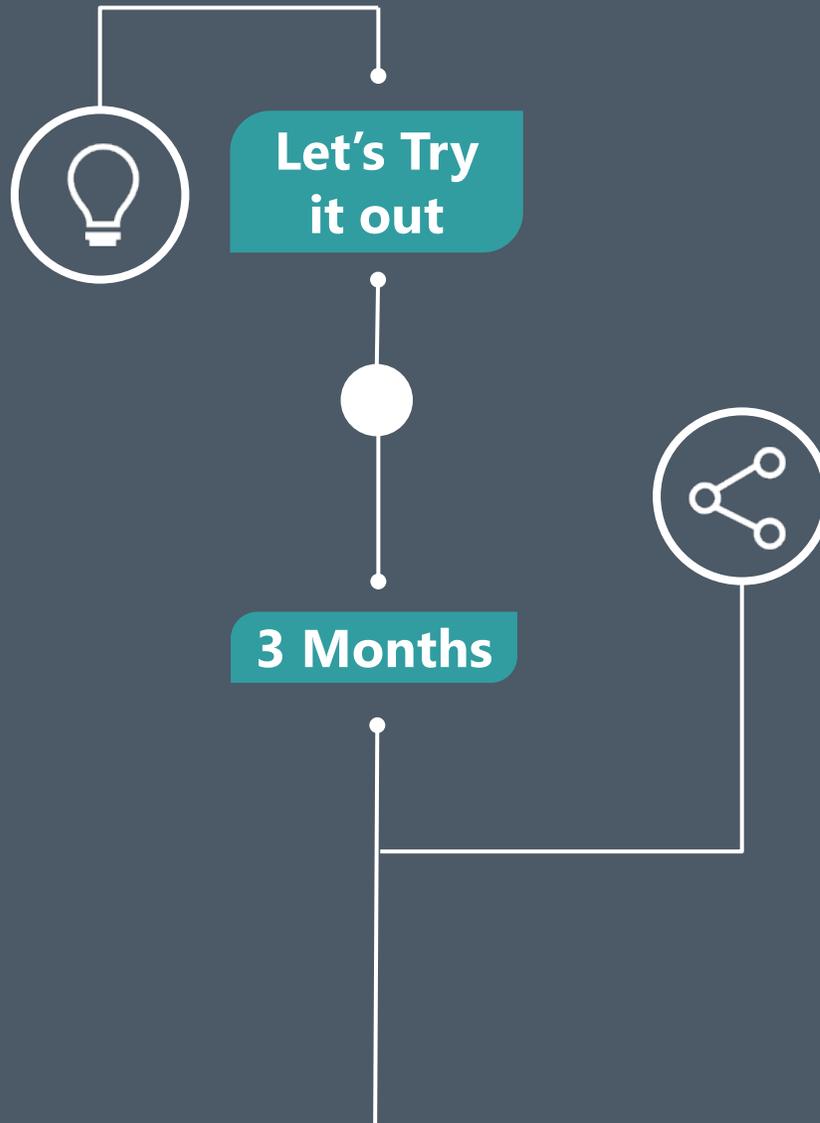
- 
- The sprawling challenge
  - How to develop a risk/value framework for your information
  - Developing a modern approach to information management
  - Keeping your environment as fresh as your content
  - Keeping, destroying and proving what you did

# Understanding the "day 2" scenario...

## All is Great

Organization pilot Office 365 licenses

- Initial roll-out of Exchange, OneDrive, SPO
- Evaluations of Groups, Teams, Planner, etc.
- Team of O365 IT resources and contractors available to help configure MIP and other protections



## Sprawl Begins

Users can:

- Provision anything anytime
- Share anything with anyone
- Delete anything anytime
- Duplicate content/workspaces
- Let workspaces live forever

## The Shutdown

- Realizing the security threat company decides not to move forward with all/some O365 services till proper security control are in place.
- Workspaces created without owners / classification
- Duplicate/unnecessary/unused workspaces



6 Months

1 Year



## Support, Operations, & IT Nightmare

Employees get involved in:

- Manually provisioning thousand of workspaces
- Handling 40-50 change request daily
- Only option to manage workload is to grant elevated privileges

## Let's Build it

- PowerShell / API driven integrations built and designed to manage issues
- IT Resources, support staff, and additional SMEs required
- Changes to Microsoft app models, APIs, and features a full-time job for SMEs



1 Year

1.5 Years



## TCO Increases

The advantages of moving to cloud is diminished.

- More engineers are hired to keep up with Microsoft updates
- Potential cost increases from blanket governance policies (AAD premium, default retention policies, audit history, etc.)

## Over-Privileged Users

Microsoft Office365 limitations starts surfacing:

- Over-privileged owners can delete sites permanently
- Accidental or intentional data loss difficult to police and recover from
- Change in purpose of a site or types of content does not change the policy for the site
- Ownership does not adapt to changes in the business



2 Years



## Permission Challenges

Office365 makes sharing too easy:

- Users can share sensitive documents with wrong audiences
- Employees change role/dept/project but can still access old files/sites
- Content managers fail to validate permissions of workspaces

Around  
Same Time



Wait a minute...

---

**CHAOS.**

Are you being  
left out?



# What governance concerns are blocking broad Office 365 adoption in regulated organizations?

## Provisioning

Self-service, managed, or a combination?

Are native user options OK or is more governance required?

## Recertification

Require periodic review of permissions, membership, ownership etc.?

## Right-sized Governance

Different policies and configurations based on division, purpose or risk

## Ongoing management

Need to gather and maintain common governance details (ownership, division, purpose, sensitivity, etc.)?

“Landscape reporting”?

## Managing Sprawl

For “workspaces” like sites, teams, and groups

Process to assess business relevance?

“Managed” de-provisioning processes?

## Content Compliance

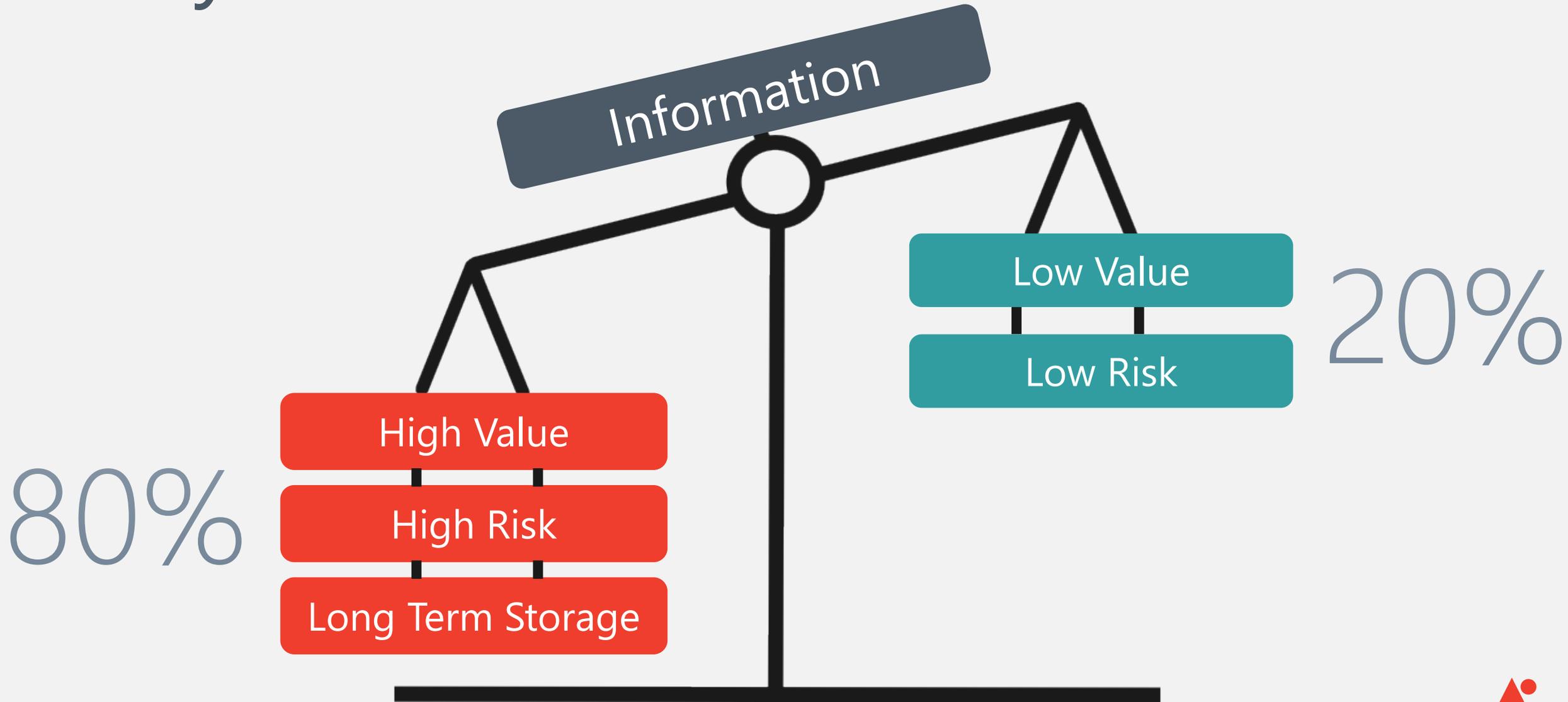
Content level classification and controls

Retention/expiration and records declaration

Legal hold, eDiscovery and export



# Risky Business



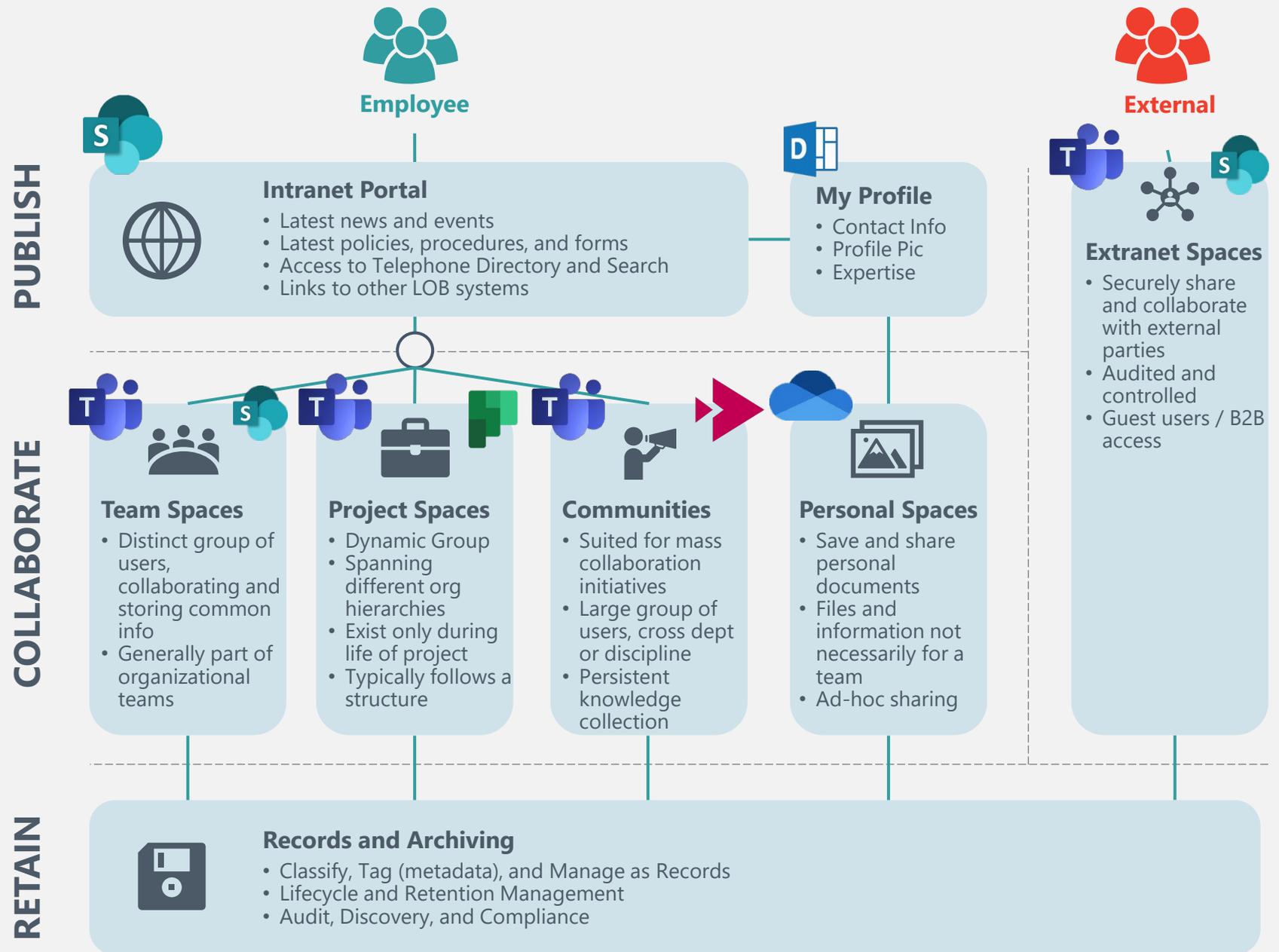
# The 'illusion' of freedom

Allowing users to work  
how they want to  
without knowing they  
are working how you  
want them to.



# A Best-Practice Approach to Information Architecture and Knowledge Management in Office 365

*Don't try and organize your information by department... think about the information type instead.*





### Team Spaces

- Distinct group of users, collaborating and storing common info
- Generally part of organizational teams

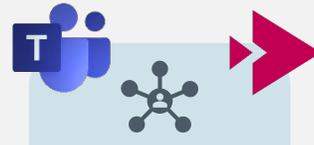
**Backup:** All  
**External Users:** No  
**Recert:** None  
**Reporting:** Ad-hoc  
 +  
**Default Labels**  
**Metadata Presets**



### Project Spaces

- Dynamic Group
- Spanning different org hierarchies
- Exist only during life of project
- Typically follows a structure

**Backup:** All  
**External Users:** No  
**Recert:** End of Contract  
**Reporting:** Ad-hoc  
 +  
**Default Labels**  
**Metadata Presets**



### Extranet Spaces

- Securely share and collaborate with external parties
- Audited and controlled

**Backup:** All  
**External Users:** Yes  
**Recert:** 6 Months  
**Reporting:** Annual  
 +  
**Default Labels**  
**Metadata Presets**



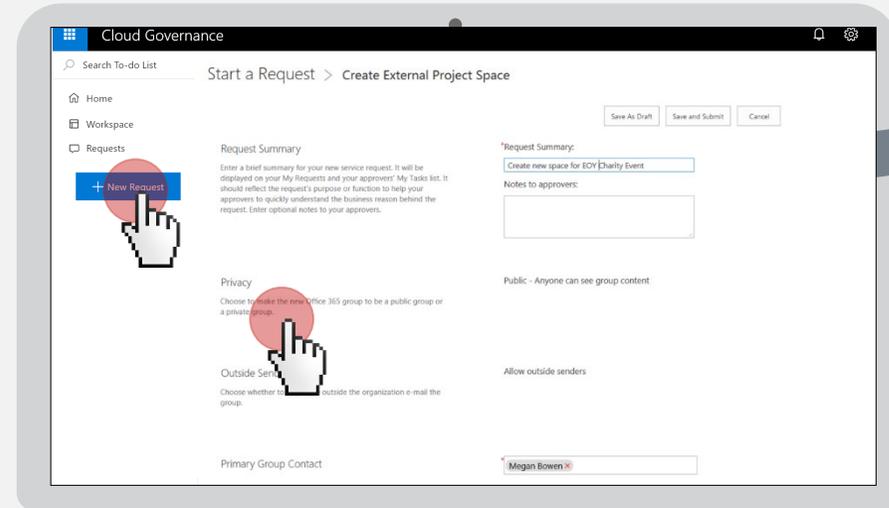
### EOY Charity Event

- External Sharing: On
- Recertification / Reporting: On
- URL: /sites/PROJ\_EOYCharityEvent

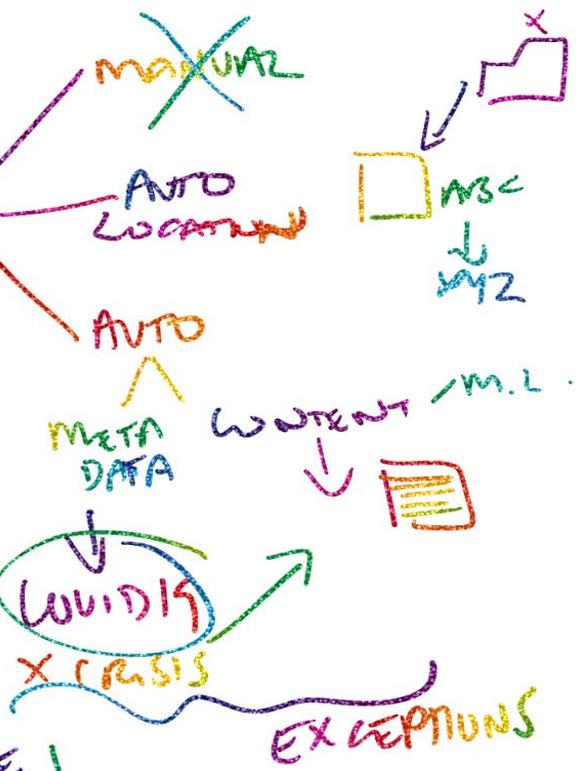
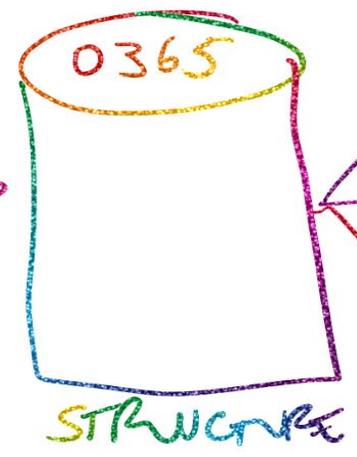
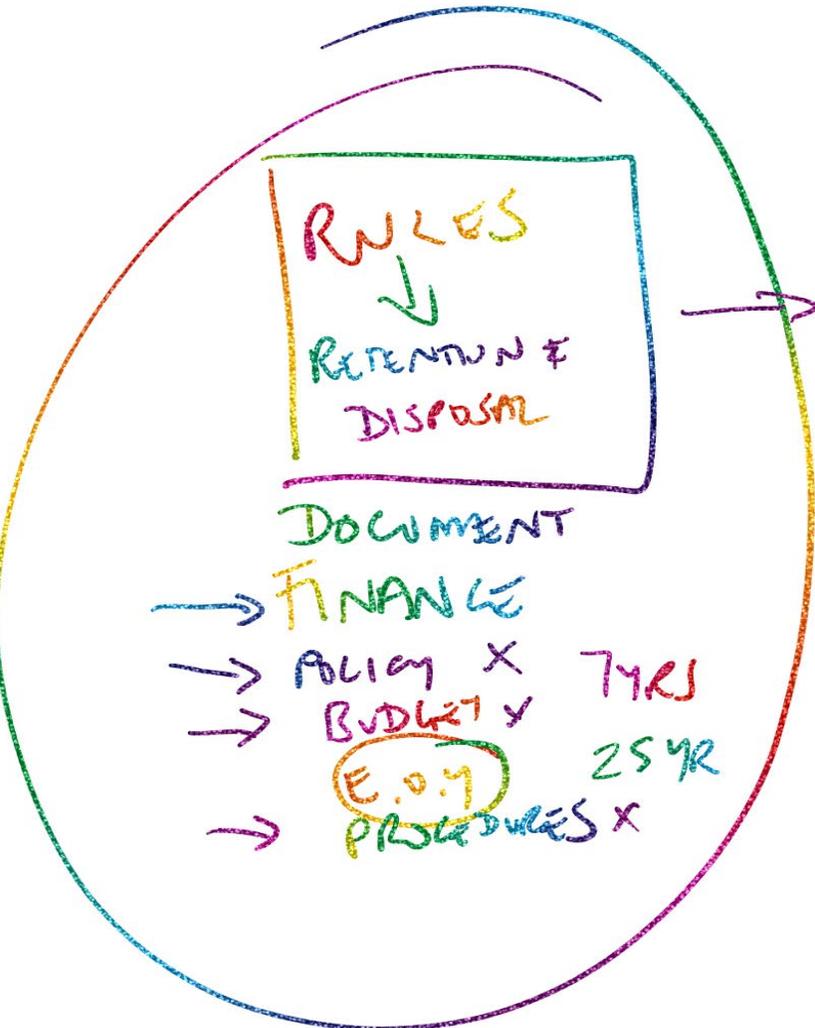


LABELLED

TAGGED



# Bringing It Together



FIN METAD  
E.O.Y  
OPERATIONAL



# Resources

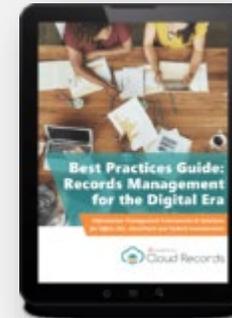
These and more at [avepoint.com/resources](https://avepoint.com/resources)



**Office 365 and  
SharePoint Migration  
Checklist**



**The Value of Automated  
Office 365 & Microsoft  
Teams Governance**



**Best Practices Guide:  
Records Management  
for the Digital Era**

- [Gartner on Microsoft Teams:](#)
- [Gartner on O365 Records Management](#)
- [AvePoint Cloud Records vs Office 365 Native Functions](#)
- [AvePoint My Teams Blog Series](#)
- [Value of Automated Office 365 & Microsoft Teams Governance](#)

