Digital Information Readiness Systematically Puts Your Data Dilemmas to Rest

Optimize your content for Big Data; simplify cloud migrations, Open Data, and transparency by identifying and preserving data of value within your enterprise.

Digital government offers many promises: McKinsey Global Institute estimates more than €100 billion ($149B USD) in value from Big Data-generated government improvements across Europe; CapGemini says that Open Data in the EU27 can yield €140 billion ($202B USD) in annual economic benefits. What those promises don't always mention is that the way to actualize the benefits and reap the savings of big data, open data, IT consolidations, modernization, and cloud hosting across governments is to digitize, find, and rationalize data across agencies and governments *before* it is used to fuel streamlined enterprise processes, analytics, or migrated to the cloud. The old adage "garbage in, garbage out" couldn't be more accurate.

To know what you have, make it compliant, and distil it to a single source of truth, however, you have to see it. Digital Information Readiness (DIR) pulls your data from wherever it resides, presents it for review and automates reconciling and standardizing it to ready it for use. Finally, DIR sets up a foundation for lifecycle governance of content and data, bi-directional, in your existing IT landscape or the cloud, migrated on your timetable and within your budget.

Discover the information you have and improve its value

Most government IT or ICT organizations preside over a complex technology landscape of transaction-driven mission and core business systems, along with disparate databases, departmental, siloed applications and unstructured content in SharePoint® servers or other file-sharing repositories. Moreover, overlapping, duplicate, or multiple versions of content are often uncontrolled from origination. In fact, we rarely have an up-to-date

BENEFITS OF DIGITAL INFORMATION READINESS

- *Position your agency for centralized control of content—a single source of truth*
- *Access and organize agency content and enrich with metadata*
- *Minimize risk and eDiscovery costs through improved information organization and control*
- *Bring only essential information under control from all content sources*
- *Comply with PII and privacy/classification laws, regulations, policies and records retention requirements*
- *Consolidate with confidence and move only essential data*
- *Involve mission/business users to maximize data's value in mission activities and lower IT costs*

For more information, visit:
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> *Organizations "will want to draw on both structured and unstructured data, so that the two together can provide a fuller picture of the business, and so Big Data can be understood in the context of other enterprise data. This integration will allow [organizations] to leverage existing data warehouses and analytic tools, and enable decision makers to make widespread use of Big Data throughout the organization."*
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> ACCENTURE, *BUILDING THE FOUNDATION FOR BIG DATA*, P.7

inventory of what information exists across our agencies. When facing consolidation, decommissioning out-of-date systems, migrating email or other files to the cloud; viewing and rationalizing agency data, particularly the large volume of content outside of systems—unstructured data—is critical to an efficient, accurate data landscape. Digital Information Readiness (DIR)expedites determinations on data and information retention. The DIR process simplifies an often labor-intensive manual process to compile information from across an agency, whether to inform performance metrics or litigation support.

Citizens demand transparency and governments and their overseers are mandating increasingly more information be available. In the US, for example, the 2014 Digital Accountability and Transparency Act (DATA) mandates the kind of spending transparency already achieved in Denmark, New Zealand, and Singapore. In most agencies, however, such information rarely resides in a single source.

In fact, across government organizations, information pertinent to finance and capital assets; human resources files encompassing recruiting, performance, pay and personnel actions; as well as operational mission activity files for casework, inspections, grants, or tax audits exists in multiple formats, ranging from paper documents to fax transactions, digital spreadsheets and records, emails, ERP data, and more. Further, it is stored, accessed, and managed across disparate systems.

To gain control of this information, harmonize, and validate it to make it ready for release or use in decision making, we must see it to cull out what is valuable. Digital Information Readiness does just that. It presents your data visually so that mission and compliance experts can together determine its value and what will be retained. Then its sophisticated semantic search, content analytics, and sentiment analysis tools automate culling the data, fine-tuning decisions as you progress to identify where you can consolidate, reduce duplication, or eliminate data to be migrated. And it provides a full audit-trail throughout this process.
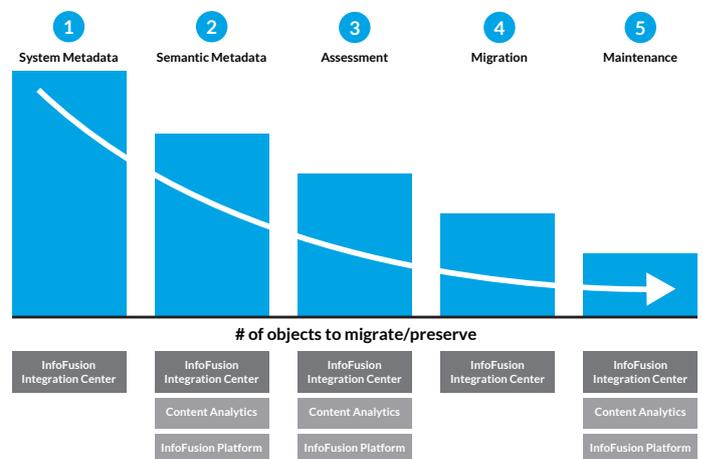
Knowing that your analytics software is applying its algorithms to valid content and data in context from across your organization is essential to deriving the value that Big Data projections anticipate. DIR enables you to ensure that the content that will inform decisions and agency policy is accurate and harmonized. It offers your agency confidence that you will be able to identify aberrant and inaccurate data and resolve discrepancies early in the process of applying governance, *before* that information is relied on.

Gilles Levesque, Manager of Information Services at the Canadian Environmental Assessment Agency (CEAA) describes the process, "[this] transition period is certainly of value where we may extract certain information and decide that we were going to represent the same information in a different fashion...you basically read everything and you have all of the corresponding documents [or data]. Then, you reinject it into the OpenText Document Management system [or other target repository]. But between those steps, you have the ability to change any information representation and add or remove additional entries at that point in time, which can be beneficial."

Of course, throughout this process, simplifying and automating decisions about your data to facilitate collaboration between business users and IT and enriching it to ensure appropriate future use is essential. There, too, DIR offers unique benefits. In Levesque's words, the OpenText solution "offers a multiuser graphical development environment that simplified designing the data transformation and exchange processes and allowed CEAA to choose its loading strategy. This provided greater control while populating the new system. [CEAA] appreciated the ability to add or remove extra metadata."

Cut costs and make transition to the cloud worry free

Infrastructure consolidation or streamlining business processes for migration to the cloud offer the perfect opportunity to unite information across your enterprise. As you estimate your cloud capacity needs, however, knowing that your agency's information

Digital Information Readiness cuts your migration risk and helps you assure accurate data
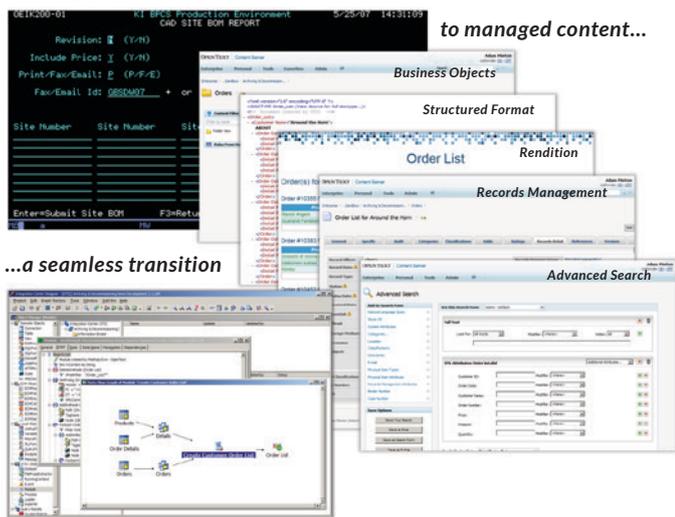
will expand geometrically should mean a commonsense look at enterprise information is in order before migration along with a plan for continued monitoring as information continues to reside in the cloud in migrated applications, databases, or systems. At the US Department of the Interior, with 75TB of legacy email to categorize, archive, and move to the cloud, they began by using DIR to journal and auto-classify email for 90,000 Google Mail™ users. Their eERDMS solution handles 600M emails annually and will transition to support FOIA, Congressional, administrative, and ethics records, and Solicitor and Inspector General requests. At the low end, their full eERDMS program is estimated to save more than $30 million over 10 years and DIR provides the confidence that the right information is retrievable and its disposition defensible.

To refine the data, DIR brings the combined power of content analytics with semantic search and sentiment analysis to bear on unstructured content, enriching it with metadata, whether already digital or converted paper documents, to continue to refine the governing process as and after it is migrated. DIR provides the full suite of tools to enable content remediation and content migration and to link unstructured content with your mission-critical or LOB systems data.

Capture data from legacy systems and put it to work

Government agencies rely on ERPs and custom-built systems to support mission-critical processes. Many legacy "systems" exist, both as broad cross-functional systems and as more narrow applications supporting a single function. Historical applications or databases also contain data that is valuable for historical reference or could contribute to baseline metrics, benchmarking, or trend analysis but is time-defined, with current counterparts residing in successor systems. All of these data may have continuing value.

From Legacy applications...

...a seamless transition

Digital Information Readiness offers a window into legacy systems to preserve necessary data

Further, these legacy systems or applications frequently have limited, if any, documentation and few staff still able to access their data. While they are prime targets for decommissioning, offices, needing and using the data that reside in them, continue

to maintain them well beyond the systems' effective lifetime simply as a data repository. Digital Information Readiness provides the perfect solution, enabling subject matter experts from the mission, finance, human resources, or other offices who use the data to view and decide on its value. Their decisions then guide automated tools that "learn" how to categorize the full information stores. This enables end users to feel secure that they can retire legacy repositories while preserving the data they store, so that it can be used, archived, or disposed of according to government policy.

Minimize the Risks of Open Data and Transparency

When government organizations contemplate releasing information online to meet their transparent or open government mandates, data quality and accuracy is always an important consideration. As Jeanne Holm, the US Data.gov Evangelist puts it: "…we want to release data that is available on the front end for the public to use. This data is accessible, but it may not yet be usable, understandable, or an acceptable quality at this point…There is often a cost to making that data understandable and accessible…These costs include, for example, the time to clean the data by removing partial or questionable data, by marking it with metadata, by creating a legend explaining database field tags, and by removing personally identifiable information…However, the opportunity cost not to do this is huge because of how much this data could invigorate and enervate new research as well as avoid duplication of research. "

Digital Information Readiness provides a single platform that supports search, content analytics, migration, and auto classification to allow you to not only discover, but also analyze and, more importantly, act on this pre-migration content with the confidence that your data is safe and optimized for accuracy. Our customers have been able to achieve the previously unachievable by removing the burden of data governance on business users and lighting up 'dark content'. As a result, they realize their information governance goals of reducing cost and risk and more easily attain compliance with open government and transparency mandates.

Invest in a flexible information management foundation for the future

For most agencies, the issues of consolidating and rationalizing their data to prepare it for continued governance and use in decision making is only the beginning. They are thinking in terms of Enterprise Information Management (EIM), developing a strategy to not only accommodate the enormous volumes of unstructured content across their organizations, but also to effectively share that information among their workers and authorized stakeholders—sometimes, even with the public. So it has to be accessible, compliant, and complete; ideally, joining unstructured content to structured transaction data in your systems for context.

OpenText has been a pioneer in EIM and, unlike many vendors, who want you to convert to using only their products, we play well with others. That is, DIR, like all our solutions, offers productized integrations with existing content management systems and your core business applications. This enables the transition to full content governance and comprehensive EIM at your pace and maximizing the capabilities of your legacy environment. For 20 years, we have co-developed with Microsoft® and SAP® to achieve flawless integration and have applied those lessons learned to integration with Oracle systems as well.

Digital Information Readiness (DIR) pulls your data from whatever repository now holds it (whether OpenText Content Server, other shared drives, or your own legacy systems), presents it for review, and automates the process of reconciling and standardizing it to make it available for use. Finally, DIR sets up a foundation for lifecycle governance of content and data, bi-directional with your core transaction systems, in your existing IT landscape or migrated on your timetable and within your budget.

Of course, you may have deadlines to meet for digitizing and releasing data or making it available for analytics to drive decision making, support streamlining agency operations, or move information to the cloud to save on infrastructure and enhance mobility. Digital Information Readiness positions your agency now to begin that journey.

DIR offers options for a secure environment that extends across your agency to facilitate subject matter expert collaboration from your business users or even from outside stakeholders, if needed. Our tight integration with ECM and BPM offer environments for continuous information governance and automating migrations or operational processes once the information is standardized. In any case, as you develop a healthy, reliable DIR process, you can continue to use it as your agency's information continues to expand exponentially.

"Decision Quality Data will be the foundation for real-time decisions, and enabled by cloud, will be the next 'killer app'...data management is a critical requirement."

IDC GOVERNMENT INSIGHTS 2014 PREDICTIONS: U.S. GOVERNMENT

Government and OpenText— A Proven Relationship

For more than 20 years, OpenText has provided government customers in more than 75 countries with dependable, well-supported, continuously improved, and expanded enterprise information management solutions. We take the security and compliance requirements of governments seriously and continually demonstrate our commitment to understanding public sector customer's feedback by producing and improving visionary technology to enhance the security, preservation, access, and value of their information.

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