

Information governance

Comprehensive information governance and compliance to manage secure, accurate, and defensible content processes



Benefits

- Records management for retention and classification
- Security and privacy controls protect sensitive assets
- AI governance ensures trustworthy and safe use of AI
- Information archiving for long-term preservation

As content management becomes more intelligent, information governance solutions become more critical in the evolution of knowledge work. Trustworthy, predictable, and secure content has never been more essential for ensuring compliance and productive and safe use of AI. Information governance solutions help knowledge workers be more efficient and organized with policy-driven automation and integration that mitigates risks, protects sensitive information, and improves every aspect of information-rich processes.

Information governance practices, automation, and intelligence have never been more crucial to organizations. Compliance requirements for protecting business records, customer and employee privacy, and data security continually become more intricate, as the penalties, reputational risk, and business implications of non-compliance rise each year. Meanwhile, unique compliance requirements in each jurisdiction increase the complexity of ensuring governance while enabling processes across organizational departments and employees distributed worldwide.

Modern information governance challenges

Several key problems plague organizations as they enable their knowledge workers with the latest digital tools:

- **Content sprawl** leads to stray content and edited versions in multiple locations, often with no oversight.
- **Information security** cannot be the responsibility of end users but must be actively managed via policy.
- **Data privacy** must be maintained through security without hindering processes and affecting retention policies and final disposition.
- **AI governance** is a relatively recent set of issues that guides not just how users interact with information but how AI itself can be activated.

With a holistic information governance regimen and an active, intelligent, and integrated information management system, governance will thrive.

Integrated, pervasive, and rigorous governance

Ensuring that you can achieve information governance depends on combining individual capabilities, global policy control, monitoring, and active enforcement across your most important information assets.

Well-governed organizations need to address several key areas:

- **Internationally-recognized governance standards.** All content must be properly preserved, protected, and disposed of in an orderly and defensible manner. Information governance is the practice of managing compliance and risk for information in all of its forms.
- **Content organization and classification efficiency.** Complex business processes invariably involve high volumes of content; classification, complex policies, security, and oversight necessitate an intelligent and integrated information governance system.
- **Client, customer, and employee privacy.** Information privacy has become a prime objective in the planning and delivery of IT systems and business processes. Governance solutions can intelligently identify risks and protect the organization.
- **AI governance.** While generative AI brings powerful new insights to knowledge workers against organizational content, it also demands more proactive attention to information structure, metadata, security, and retention than ever.

The difference rich integration brings to governance

Records policies, classification, and security rigorously applied to a process-driven content management repository are the foundation of a proper information governance program. On their own, they will not achieve the same level of compliance required in practice. Integration throughout the organizational IT environment and the user's desktop environment provides the necessary automation and oversight for a complete governance program.

Users operate within various applications, often swapping between seven to 10 application screens regularly, including productivity applications, such as Microsoft® Outlook®, Microsoft Teams®, Word, Excel, and line of business applications, such as SAP S/4HANA®, Salesforce.com, and Microsoft Dynamics®. These applications have unique content requirements, and that content must still adhere to information governance policies. Monitoring and managing governance as content flows through processes and across organizational boundaries requires consistent oversight without disrupting the user's work.

OpenText Advisory Services

OpenText Advisory Services provides expert content management and information governance guidance to help you build an implementation plan that automates and enforces your organization's governance policies.

Pacific Life Insurance Company

Financial enterprise aligns information governance and technology with content strategy built on OpenText to mitigate risk.

www.opentext.com/customers/pacific-life-insurance-company

For example, many users may prefer collaborating on documents through Microsoft Teams. However, collaboration can lead users to lose track of the most recent version of their content and make copies across various Teams and channels, each of which may have ad hoc policies and security applied. A more prescriptive, automated solution that gives users more structure, predictability, and automated policy enforcement within a central content management platform will ensure rigorous information governance.

Likewise, incorporating new AI capabilities directly into a well-governed content management platform ensures that users benefit, while well-governed content management improves AI, providing better accuracy. Security and policy-driven versioning and retention eliminate noise that confounds AI responses.

Rigorous governance for your organization's content

OpenText is a recognized leader in information governance that brings rigorous and comprehensive information governance to your content through an integrated approach. Each component ensures compliance by standardizing content policies across various applications and providing automated enforcement of records, privacy, and security measures. This holistic approach optimizes productivity by allowing users to work within their preferred environments without compromising on governance.

Applications

Content & records management

Complete content management solutions provide document and records management and physical records management, integrating with productivity tools, such as Microsoft 365 apps, SAP S/4HANA, Salesforce, Microsoft Dynamics, and more.

Information archiving

Long-term, high-fidelity data and content storage in a secure cloud, with retention management, legal holds, and records search.

Sensitive data and content risk identification

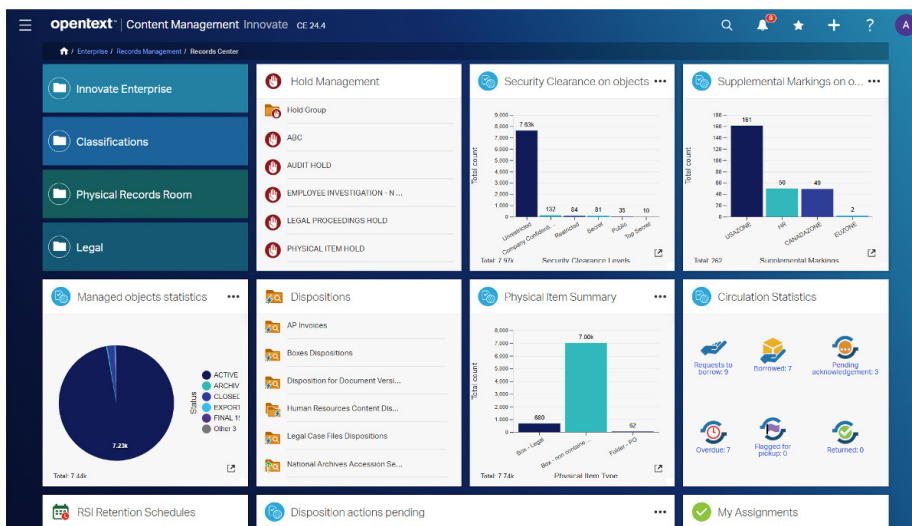
Label and secure sensitive data, monitor ongoing risk, and protect individual and organizational privacy and identity.

eDiscovery

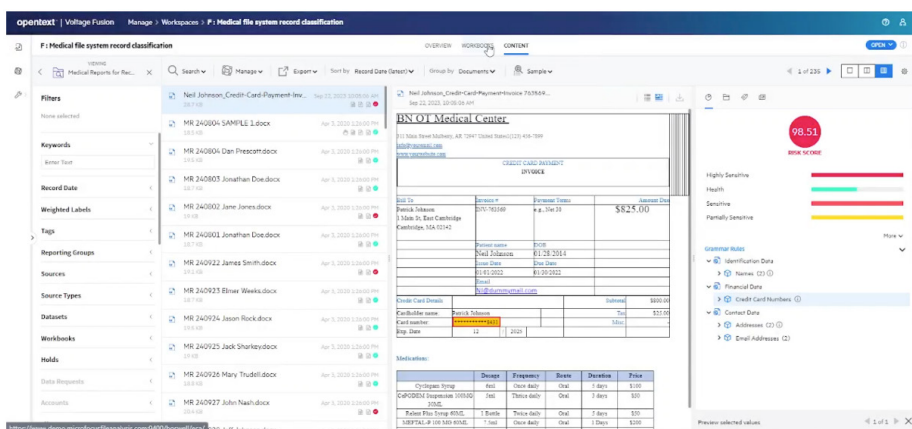
AI-powered legal document collection, review, and processing.

Resources

- Information Governance >
- OpenText Content Cloud >
- Generative AI governance essentials >



Compliance overview of various information governance activities and policies across the content of the organization



Intelligent scanning for sensitive data with identification of PII, PCI and PHI for review, protection, and preservation