OPENTEXT™

Leveraging Standards within Information Governance and Cybersecurity Solutions

US Civilian, Department of Defense and Intelligence Agencies support many complex and diverse operations. As such, all agencies have many interdependent operational processes that must be managed to effectively perform to mission scope, ranging from personnel onboarding, to maintenance and repair, to efficient supply chain and financial support activities.

In today's world of growing mission complexity and shrinking budgets effectively managing operational processes and information that fuel them is a critical challenge. Establishment of a comprehensive Content Management strategy aligned to support the global mission through integration with operations support applications, is a key to efficiency gains needed to meet today's challenges.

What is Content Management?

The OpenText™ Content Suite for Enterprise Content Management (ECM) solution is built on a number of complementary technologies that provide a common platform for management of all content types, including archived source system data. COTS and standards-based information integration enable comprehensive governance capabilities, which serve as the foundation for OpenText solutions. An example of COTS integration is OpenText's partnership with SAP, which includes: Certified Business Extension from SAP and DoD 5015.02 Records Management (RM) certification of the combined solution. OpenText integration with Microsoft® SharePoint® is also 5015.02 RM certified, along with our Content Suite ECM platform.

Effective Enterprise Content Management is designed to secure information in a process-and-data-centric way by protecting information where it is used, in the application. Some capabilities that can be applied to secure content (whether it's a document, a process, a media file, or web form) include: policy compliance and records Management, clear audit trails, Administrative Monitoring, Access Control and Permissions Management, at rest content encryption, along with Secure Information Exchange

CONTENT MANAGEMENT STRATEGY KEY TO MEETING CHALLENGES

A comprehensive content management strategy is key to gaining the efficiency needed to meet today's challenges. Every organization wants to extract maximum value from its processes and content, as well as enhance security and compliance. OpenText™Enterprise Content Management solution capabilities help organizations to execute on that and more.

ECM can act as a bridge between existing content repositories, connecting content to users and operations support applications. This solution helps to meet the critical task of effectively managing operational processes and the information that fuels them.

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Content Supports Global Processes & Information Flows

One of the most vexing challenges facing information governance and security solution design and implementation is the apparent lack of standards. However, there are robust metadata standards available, proven in the field, which can be employed that enable secure information sharing and precise content control.

One example of this is DoD 5015.02 Records Management specifications, which provide a robust set of content-centric metadata definition. Compliance with DoD 5015.02 RM schema is a recognized world-wide standard within regulated industries, which includes Government organizations. The certification scope includes:

- Standardized metadata model for the management of all records/content object types
- Best practices for destruction of electronic records at the end of their prescribed retention period
- A specific metadata model and methods for secure inter-agency transfer of records
- Defines controlling metadata for records security, from open to top secret classified levels
- An information driven approach to FOIA and Privacy Act compliance

OpenText Content Suite is DoD 5015.02 Records Management certified for Content Management, along with SAP, Oracle EBS and SharePoint integrated ECM capabilities.

Another example of a widely used specification is the Content Management Interoperability Services (CMIS), an open standard that allows different content management systems to securely interoperate. CMIS provides a common metadata model covering typed files and folders with generic properties that can be set or read. The metadata model is based on common architectures of document management systems, which then enables application layer interactions. Example of WEB Services specifications:

- Repository Services: discover information about the repository and the object types defined for the repository.
- Navigation Services: traverse the folder hierarchy in a CMIS repository, and locate documents that are checked out.
- Object Services: execute ID-based Create, Retrieve, Update, Delete functions on objects in a repository.
- Discovery Services: search for objects in a repository.
- Versioning Services: check out, navigate to documents or update a Document Version Series.
- ACL Services: return and manage the Access Control List (ACL) of an object. ACL Services are not supported by all repositories.

Though your organization may not be mandated to comply with these standards, they should be considered within the matrix of information governance, cybersecurity and other compliance requirements, such as audit readiness.

Embedding Content in Operations Process Applications:

ECM is too often approached as a stand-alone system solving content management problems, typically treated as a tool to
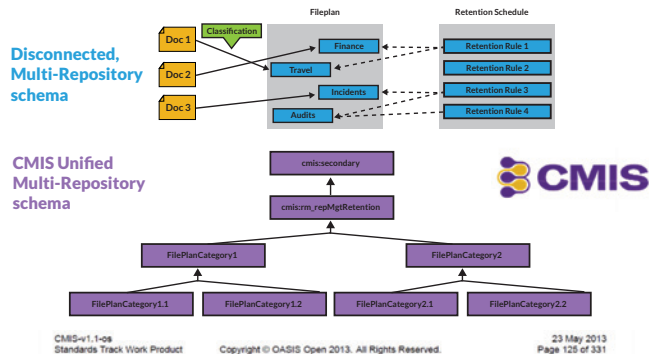
Most key ECM suppliers support this standard, along with ERP vendors, such as SAP. OpenText is a participant in the OASIS CMIS project and supports this standard within our products.

simply store and protect content. However, end users have operations processes to execute, not just content creation and access. ECM, when implemented strategically to reach its full potential, can act as a bridge between existing content repositories, connecting content to users and operations support applications. Whether you are working on equipment failure analysis or workforce management, connected content (both structured and unstructured) can fuel these processes.

Comprehensive Integration:

ECM has typically been implemented at the infrastructure level, making it difficult for ECM to be viewed as an application that helps get work done. This often discourages potential users. ECM simply becomes an added task for the end user. Industry has begun to look at how ECM can be embedded into existing lead applications so that end users can stay within the application of choice, providing access to content in context to the business process (procure to pay, issue to resolution, etc.). Not asking users to classify content drives greater efficiency in how they traverse within the business process. It also leads to greater consistency in how policy is applied to content. Embedding ECM into vital business applications allows ECM to be transparent to the end user, while creating more value from content that is being managed.

Content Fueled Operations Transformation:

Integration presents an opportunity to create new approaches to leveraging information. ECM can help operational processes

SIMPLIFY
Reduce costs, improve efficiencies and increase competitiveness

TRANSFORM
Consolidate and upgrade information and process platforms

ACCELERATE
Increase the speed of information delivery through integrated systems

and systems that have become outdated and inefficient to evolve. Moving from information silos to connected information is critical to this evolution. ECM capabilities help dissolve the silo boundaries. This produces substantial improvements in operational outcomes, while reducing costs associated with disconnected information and infrastructure.

Quick Facts

Summary

Every organization wants to extract maximum value from its processes and content, as well as enhance security and compliance. OpenText Enterprise Content Management solution capabilities help organizations to execute on that and more. The solution helps manage unstructured and structured content more effectively while facilitating collaboration and storing content to avoid redundancies to minimize information growth.

Operational Challenges:

- Manage content across diverse applications and repository solutions

- Enable collaboration for globally dispersed teams

- Relate content to relevant operations processes/business transactions in ERP and other applications

- Minimize the proliferation of content silos, store and track content for compliance

Key Features

- Content management – Link content, such as e-mails and photos, to structured transaction data

- Collaboration – Facilitate development, sharing and approving of any type of content

- Content access – Make relevant content readily available with Microsoft Office applications

- Records management – Control the complete life cycle of content, with discovery and hold capabilities

Operational Benefits

- Enhance decision making and processes by providing people with relevant content

- Enhance collaboration and increase communication with workspaces that centralize information and enable team members to work together efficiently

- Constrain the growth of content repositories and minimize IT complexity

- Mitigate legal and regulatory risk by classifying and storing content in an orderly manner and making it accessible for compliance purposes integrated ECM for MRO and Asset Management processes

BUSINESS OBJECTIVES	VALUE DRIVER / KEY SUCCESS FACTOR (KSF)	KEY PERFORMANCE INDICATOR (KPI)	PEER GROUP METRICS		IMPROVEMENT WITH EIM	
			Median	Top Performer	Conservative	Most likely
INCREASE ASSET PERFORMANCE	Reduce downtime and shorten repair cycles	Actual Production Rate as % of max. Production Rate	80%	90%	3%	6%
		Unplanned Machine Downtime as % run time	4%	2%	7%	-15%
REDUCE MAINTENANCE COSTS (OPEX)	More effective use of available resources	% Failures Investigated	60%	>80%	-20%	40%
		Scrap and Rework Costs as % of Budget outlays	1%	0.28%	-10%	-20%
NO INJURIES	Decrease safety compromise	Lost Time Injury Frequency Rate (LTIFR)	5%	<2%	5%	--10%

www.opentext.com

NORTH AMERICA +800 499 6544 • UNITED STATES +1 847 267 9330 • GERMANY +49 89 4629-0
UNITED KINGDOM +44 (0) 1189 848 000 • AUSTRALIA +61 2 9026 3400