Moving Beyond a SharePoint-only Mindset for Modern Compliance

Presentation by Joanne C Klein

The Experts Conference Sponsored by Quest® The Experts Conference Sponsored by Quest



Joanne Klein

- Microsoft 365 consultant
- Advanced Compliance Specialist
- Data Protection, Data Governance, eDiscovery and Audit
- Barista-in-training















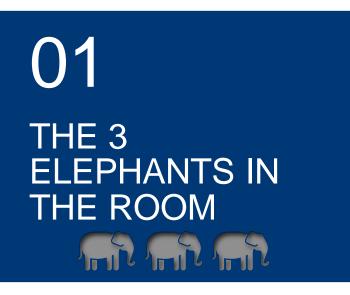


Defining the "Problem" Compliance in the modern workplace

SharePoint Touchpoints Key Takeaways



Defining the "Problem"



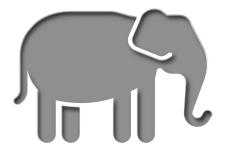
02

THE SCALE OF THE PROBLEM

03 MORE THAN JUST SHAREPOINT



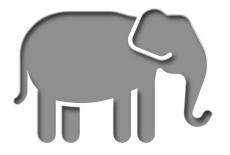
The Compliance "Elephant in the room"...



- End-users don't care about compliance
- It's easier to retain everything forever (until it burns you)
- A "perfection-based" approach will paralyze progress
- This problem isn't going away, in fact it's getting more complicated
- Compliance isn't cheap
- Compliance is complicated
- Compliance has an end-user impact
- Information Governance/Records Management needs to be modernized



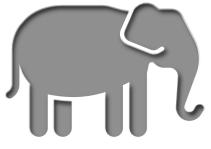
The Metadata "Elephant in the room"...



- End-users don't apply metadata
- Large-scale adoption of Microsoft Teams...
 - metadata cannot be updated from the Teams UI
 - many users don't navigate directly to SharePoint... ever.
- Many metadata approaches today...
 - come from the "classic, pre-Microsoft Teams" world
 - require a course correction for the "modern, Microsoft Teams" world



The Licensing "Elephant in the room"...



- Automation = Advanced Licensing (or a third-party product)
- Examples:
 - Default a retention label on a document library or folder
 - Auto-apply a retention label to a document of a specific content type
 - Apply an AI model to a library
 - Auto-apply a sensitivity label in Office apps to a document if it contains sensitive info
 - Many more...

Reference: https://joannecklein.com/M365ComplianceLicensing

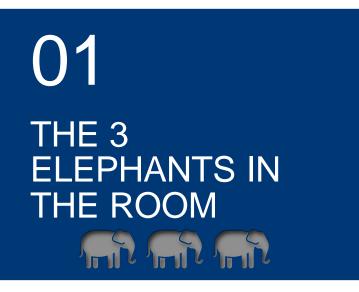


When I say 'Advanced Licensing'...

- Shorthand for:
 - Office 365 E5, Office 365 Advanced Compliance*
 - Microsoft 365 E5/A5/G5
 - Microsoft 365 E5/A5/G5 Compliance
 - Microsoft 365 E5/A5/G5 Info Protection & Governance
 - Office 365 E5/A5
 - SharePoint Syntex per User license (\$60/user/year)



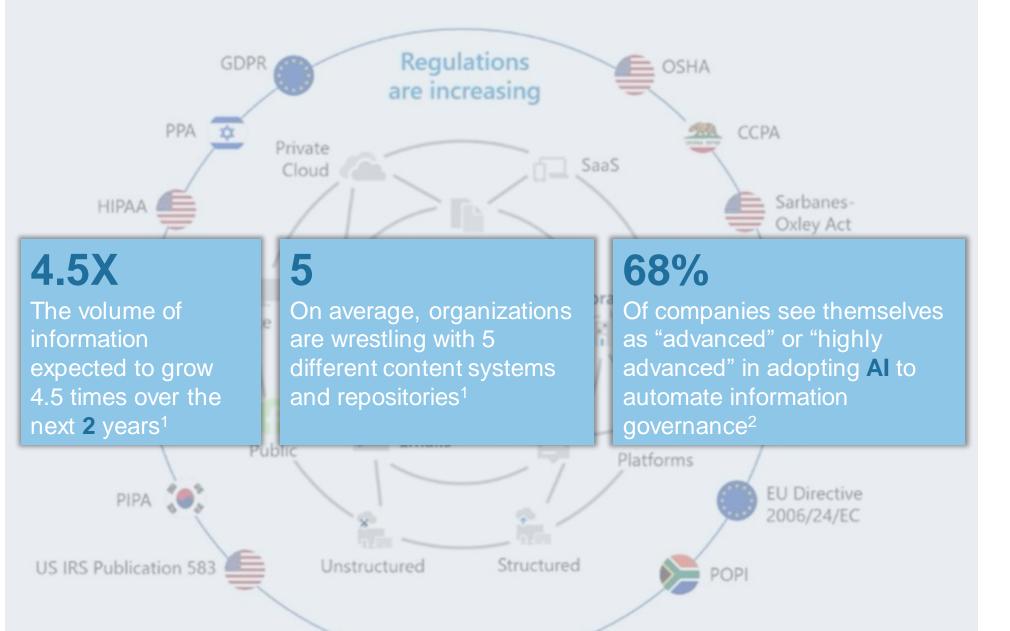
Defining the "Problem"



02

THE SCALE OF THE PROBLEM 03 MORE THAN JUST SHAREPOINT





¹Association of Information and Image Management (AIIM) Industry Watch 2020

¹² ² Best practices for automating information governance, AIIM, 2019



Defining the "Problem"

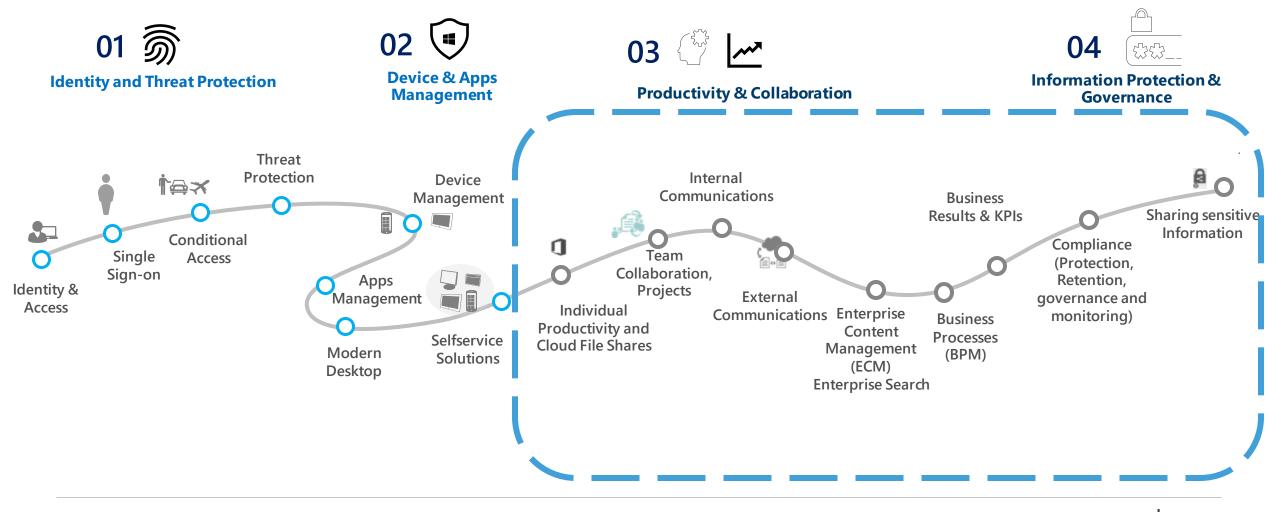


02

THE SCALE OF THE PROBLEM 03 MORE THAN JUST SHAREPOINT



THE MODERN WORKPLACE | MORE THAN SHAREPOINT





THE MODERN WORKPLACE | MORE THAN SHAREPOINT



Content Services is changing... ARE YOU?

People are creating content at an amazing pace	Employees expect to collaborate across apps	We need to optimize efficiency & accelerate management at scale	Data governance and automation is critical
Opportunity: Automate content classification and processing while empowering subject matter experts to streamline their processes	Opportunity: Increase productivity with integration and interoperability across workloads & apps while maintaining compliance	Opportunity: Take advantage of new intelligence approaches and automation to capture content at scale and to transform content into knowledge	Opportunity: Connect and manage content to improve security & governance with integration to MIP and IG/RM



The Challenge of Compliance

Knowing you "need it" is just the tip of the iceberg



Intelligent compliance and risk management solution Pillars



Information Protection & Governance

Protect and govern data wherever it lives

Azure Information Protection Advanced Data Governance Data Loss Prevention Records Management Customer Key Advanced Message Encryption Insider Risk Management

Identify and act on critical insider risks

Insider Risk Management Communication Compliance Information Barriers Customer Lockbox Privileged Access Management



Discover & Respond

Quickly investigate and respond with relevant data

Advanced eDiscovery Advanced Audit

Compliance Management | Identify and manage improvement actions

Compliance Score

Compliance Manager

¹⁸ https://aka.ms/ComplianceSD #TEC2021



INFORMATION PROTECTION & GOVERNANCE

Protect and govern your most important data throughout its lifecycle



Unified approach to discover, classify & label



Automatically apply policy-based actions

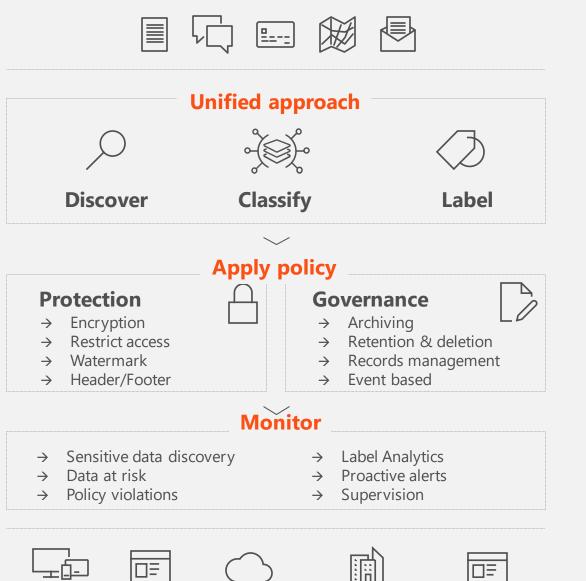


Proactive monitoring to identify risks



Broad coverage across locations and applications

Data growing at exponential rate





Cloud services

On-premises

ISVs, 3rd-party

INFORMATION **PROTECTION &** GOVERNANCE

Protect and govern data – wherever it lives

actions including

encryption, visual

Prevention

Understand your data landscape and identify important data across your hybrid environment



Automatically retain, delete, and store data and records in compliant manner

Powered by an intelligent platform

Unified approach to automatic data classification, policy management, analytics and APIs

INFORMATION PROTECTION & GOVERNANCE

Protect and govern data – wherever it lives Understand your data landscape and identify important data across your hybrid environment



Know Your Data with "Data Classification"

Understand sensitive and business critical data across your organization

Visibility into the volume and location of sensitive and business critical information

(allows you to assess your overall exposure and risk)

Monitor risky activities associated with sensitive information to inform Data Loss Prevention policies and Sensitivity Label policies

Understand label utilization across your tenant to better refine protection and governance policies

(allows you to monitor and remediate issues)

G Home	Data classification		
2 Compliance Score	Overview Trainable classifiers Sensitive info t	types Content explorer Activity explorer	
Ø Data Classification	Overview Trainable classifiers Sensitive info t	types Content explorer Activity explorer	
2.9 Data Connectors	Get snapshots of how sensitive into and labels are being un Azure Information Protection, Learn more	sed across your organization's locations, including any files th	at were labeled using
A Alerts			
▶.ª Reports	Sensitive data classification		Top sensitivity applied labels
古 Policies	Your top classifications sets	1	General 10,167
Pormissions			Confidential 5,678
	U.S. Financial Data U.S. Personally identifiable Informati		MnA Legal Top Secret 3,235
Solutions	U.S. Health Insurance Act (HIPAA) 📕 U.K. Rinancial Data	U.K. Personally Identifiable Information (PII) Data	Top Secret 2,734
E Solutions Catalog	Explore data by industry regulators in the content explor	rer	View files with sensitivity labels in the content explorer
- Information protection			
Data loss prevention			
Information governance	Azure Information Protection labels summary	Top activities detected	Locations where sensitivity labels are applied
	9,194 files have been	115K sensitive files had	SharePoint Online 13,236
More resources	labeled in Office apps	2,385 activities recently	9,256
Customize navigation	4,562 Word	220 Copied to USB	5,479
··· Shaw Less	2,182 Outlook	422 Changed a label	
	1,421 PowerPoint 1,029 Excel	750 Shared externally 993 Printed	
	View activities in Azure Information Protection portal	View all BLA activities in the activity explorer	View details
I Try Try	the second se		



KNOW YOUR DATA: Sensitive Information Types

Patient ID FirstName LastName DOB

Can be used in...

- 1. Sensitivity label conditions
- 2. Retention label policy conditions
- 3. Data Loss Prevention conditions
- 4. Microsoft Cloud App Security



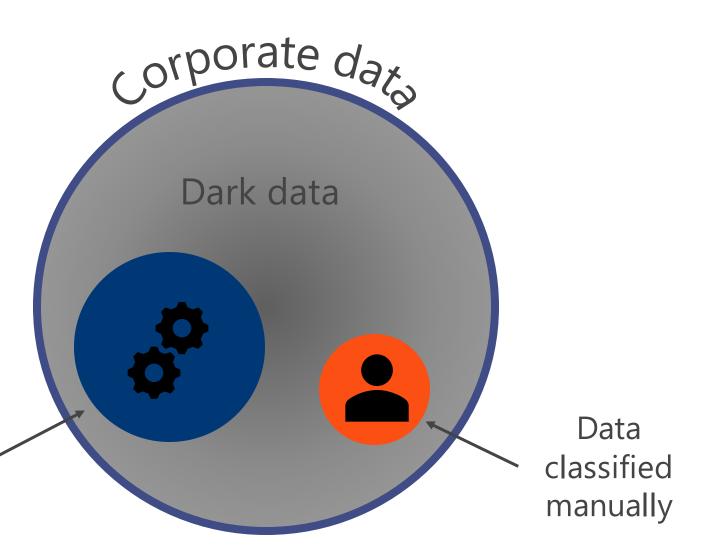
Exact data match uploader uploads the indexed information to the Lookup service for matching

- Feedbac

Know Your Data: Trainable Classifiers (E5)

- Uses Machine Learning to classify content
- Pre-built & Custom classifiers

Automated Pattern Matching (keyword match, Regex match, sensitivity type







Can be used in...

- 1. Sensitivity label conditions
- 2. Retention label policy conditions
- 3. Communication Compliance



Build your own custom Trainable Classifiers!



Know Your Data: Data Classification (E5)

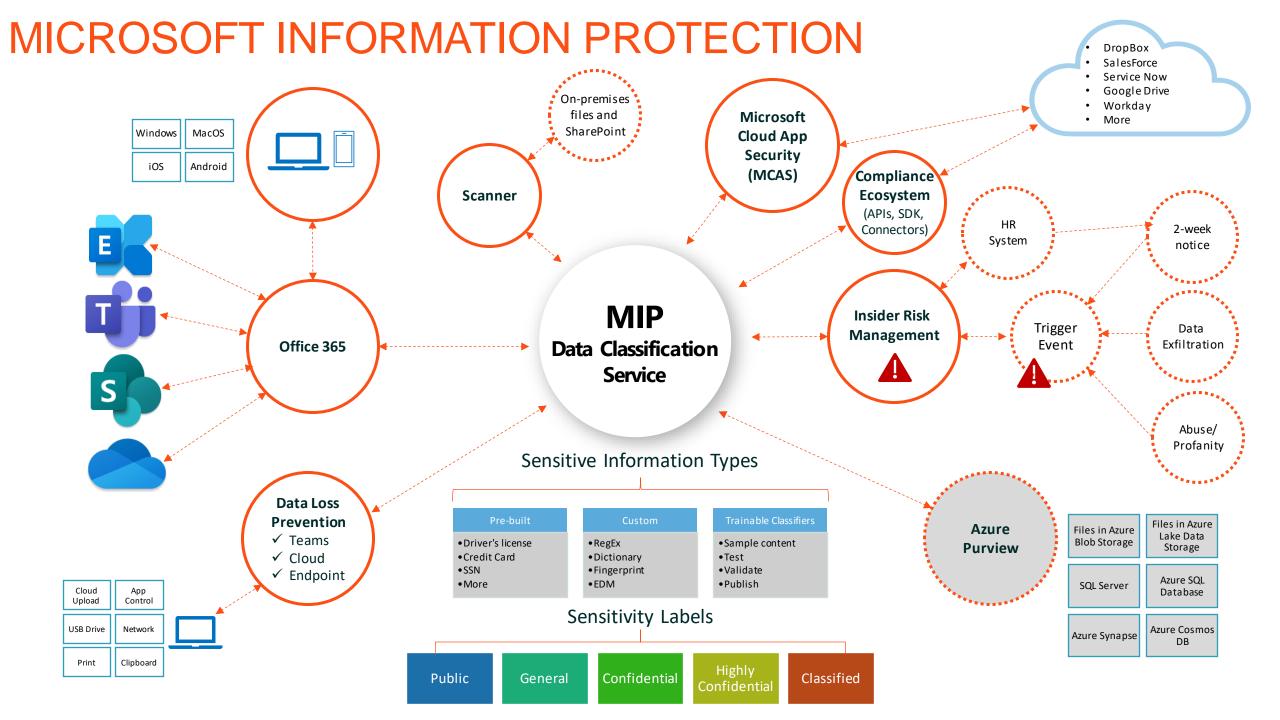
iii Microsoft 365 compliance						@ ?	Joanne Klein 🛞
=							
命 Home	Data classification	1					
2 Compliance Manager	Overview Trainable classifiers	(preview) Sensitive info types Content	t explorer Activity explorer				
Data classification	Review activity related to content tha more locations is coming soon. Learn		as what labels were changed, files were moc	lified, and more. Label	activity is monitored across Exchange, SharePoint, Or		a visualization Support for
Solutions	Filter					imes Clear all	∏ Filters
日 Communication compliance	Date: 12/2/2020-12/9/2020 >	Activity: Any \checkmark Location: Any \checkmark U	ser: Any $\scriptstyle{\checkmark}$ Sensitivity label: Any $\scriptstyle{\checkmark}$				
Data loss prevention	⊥ Export					38 items 🗔 Custom	nize columns
Information governance	10						
🔓 Information protection	8						
$P_{\mathbb{A}}$ – Insider risk management	6						
🗟 Records management	4						
A c i i i i							
Customize navigation	2						
··· Show all	0 12/01	12/02 12/03	12/04	12/05	12/06 12/07	12/08	
	Label applied 🛛 📕 DLP rule match						
	Activity	File	Location	User	Happened		
	Label applied	Crawl-Walk-Run V2	Exchange		Dec 9, 2020 9:17 AM		
	Label applied	Crawl-Walk-Run Advantages	Exchange		Dec 9, 2020 9:12 AM		
	Label applied		Exchange		Dec 8, 2020 8:44 PM		
				··· -		⑦ Need help? Give f	eedback 🗸 🗸

INFORMATION **PROTECTION &** GOVERNANCE

Protect and govern data – wherever it lives

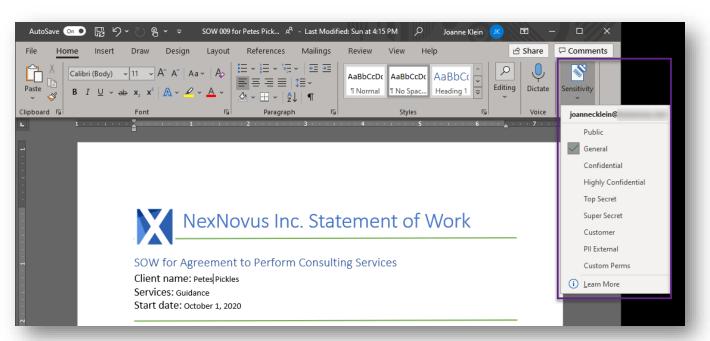
Apply flexible protection actions including encryption, visual markings and Data Loss Prevention

PROTECT **YOUR DATA**



Sensitivity Labels

- Applied to Files and Emails
 - Content markings
 - Protection (encryption)
 - Client-side auto-apply
 - Service-side auto-labeling
- Applied to Teams, Groups, Sites
 - Privacy settings
 - Guest access
 - Device access
 - External sharing







SHAREPOINT LIBRARY SENSITIVITY COLUMN



Documents

ß	Name \sim		Sensitivity \smallsetminus	Retention label \smallsetminus
	Document 1 with PII.docx	8	Confidential	Record3Days
	Document 2 with no PII.docx		General	Retain3Days
	Document 2 with PII.docx	A	Confidential	Record3Days
	Document 3 with no PII.docx		General	Retain3Days
	Document 3 with PII.docx	A	Confidential	Record3Days
	Document 4 with no PII.docx		General	Retain3Days
	Document 4 with PII.docx	8	Confidential	Record3Days
	Test Case #1 - confidential document.docx		Confidential	Retain3Days
	Test Case #2 - super secret document.docx		Super Secret	Permanent



MICROSOFT TEAMS FILES TAB SENSITIVITY COLUMN

T.	

Genera	I				
ß	Name \lor	Modified \sim	Modified By \smallsetminus	Sensitivity \sim	
W	Customer file 1.docx	March 29, 2020	SharePoint App	Customer	
W	Customer file 2.docx	March 29, 2020	SharePoint App	Customer	
	Document with PII.docx	September 13, 2020	Joanne Klein	General	
W	General document.docx	A few seconds ago	Joanne Klein	General	



INFORMATION PROTECTION & GOVERNANCE

Protect and govern data – wherever it lives



Automatically retain, delete, and store data and records in compliant manner

Govern Your Data

Intelligently govern data across your environment to reduce risk

Streamlined administration

Centralized administration of your governance policies and added native connectors to import data from across your digital estate.

Automation at scale

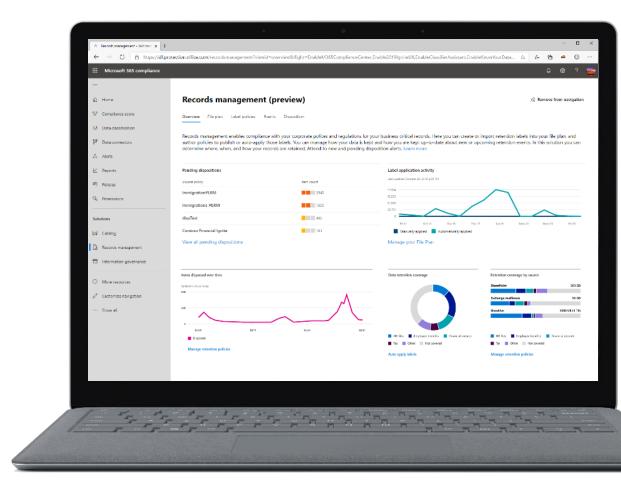
Intelligently classify and automatically retain **only** the data that is most important to you

Tailored workflows

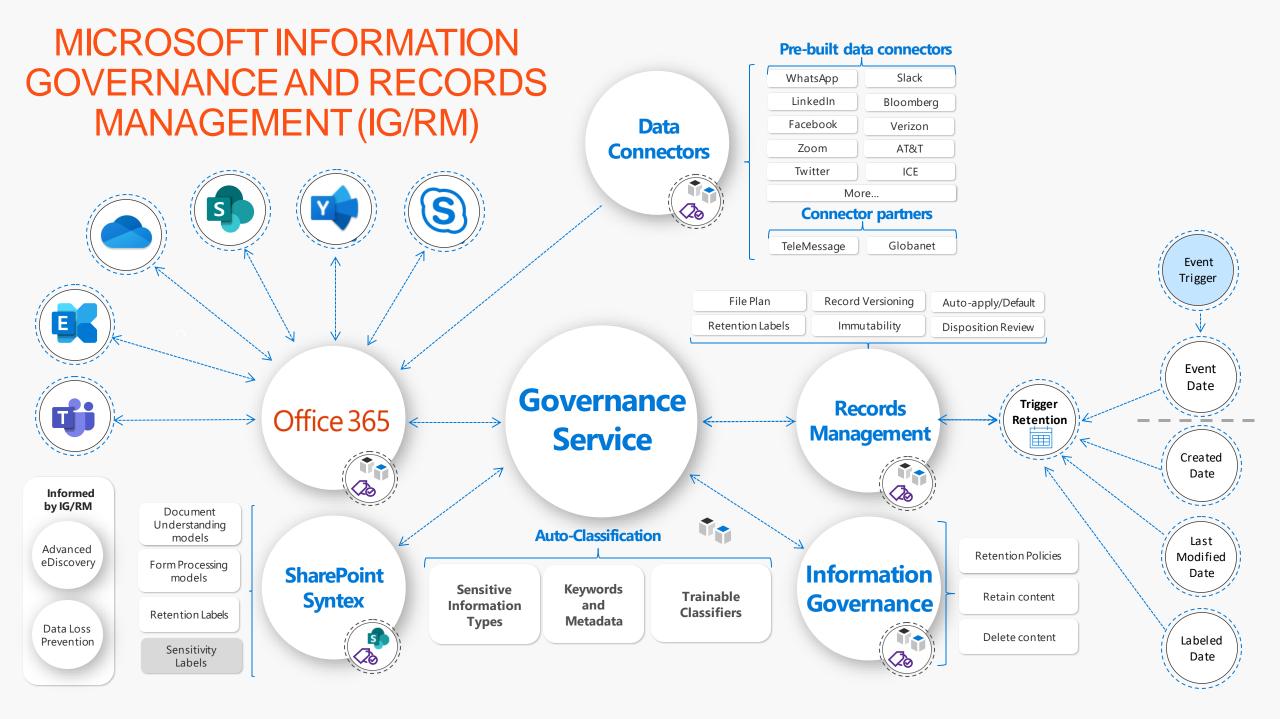
Act on insights and efficiently manage the entire lifecycle of data through disposition

Records Management

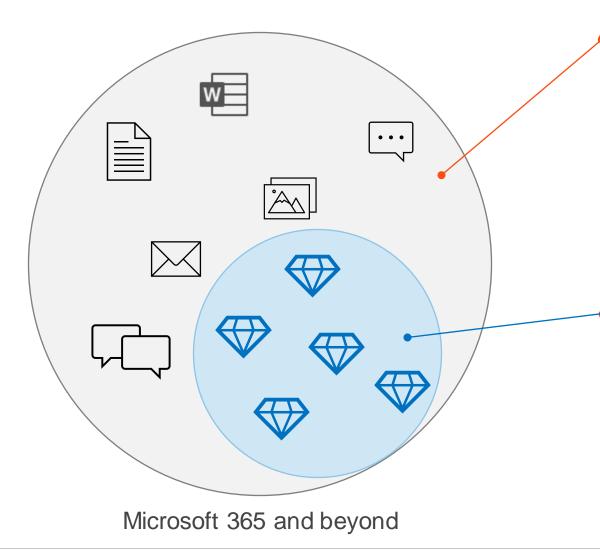
Ensure records are declared and stored immutably with full audit visibility to meet your regulations







Information Governance & Records Management



Information Governance

 Manage risk and liability by only keeping what you need and deleting want you don't across your entire digital estate

Retention Policies

Retain only, Retain and Delete, or Delete only

Records Management

 Explicitly retain high value content to meet legal, regulatory, and business obligations

Retention Labels

Retain only, Retain and Delete, or Delete only

Regular label, Record label, Regulatory Record label



Modern **Compliance..** What's a modern approach for SharePoint Information Architecture?

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What is SharePoint Information Architecture?

- Global Navigation structure
- Hub structure and organization
- Local site and page navigational structure
- Metadata architecture
- Search experiences
- Personalized content experiences

Reference: Introduction to SharePoint information architecture in Microsoft 365 | Microsoft Docs



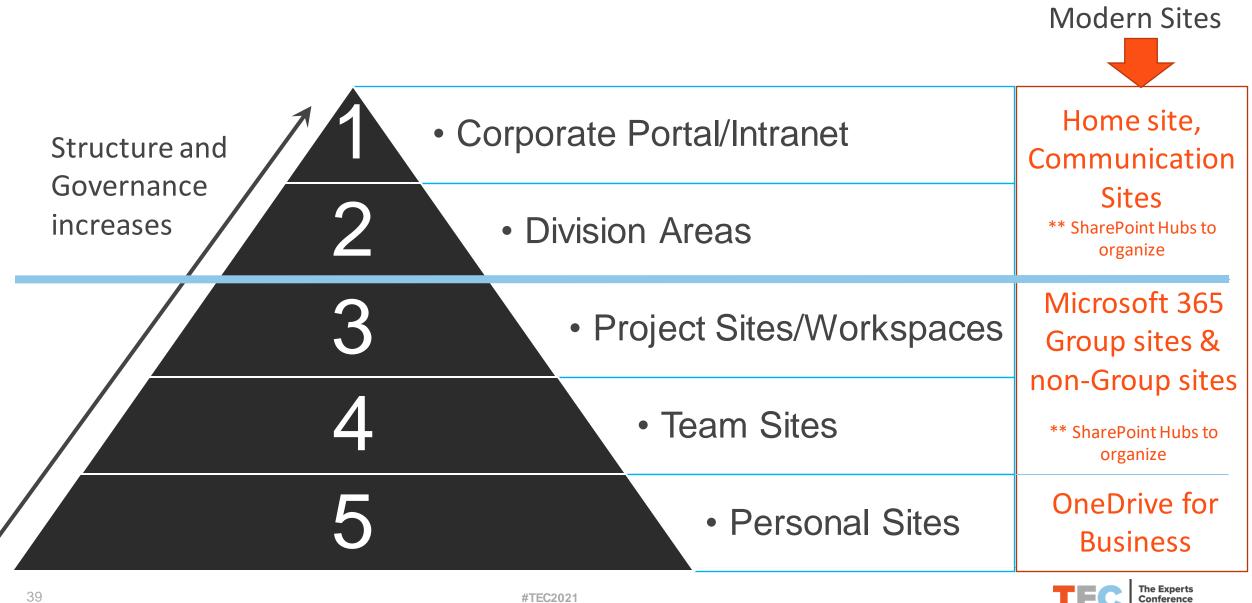
What is SharePoint Information Architecture?

- Global Navigation structure
- Hub structure and organization
- Local site and page navigational structure
- Metadata architecture (Content Types and custom columns)
- Search experiences
- Personalized content experiences

Reference: Introduction to SharePoint information architecture in Microsoft 365 | Microsoft Docs

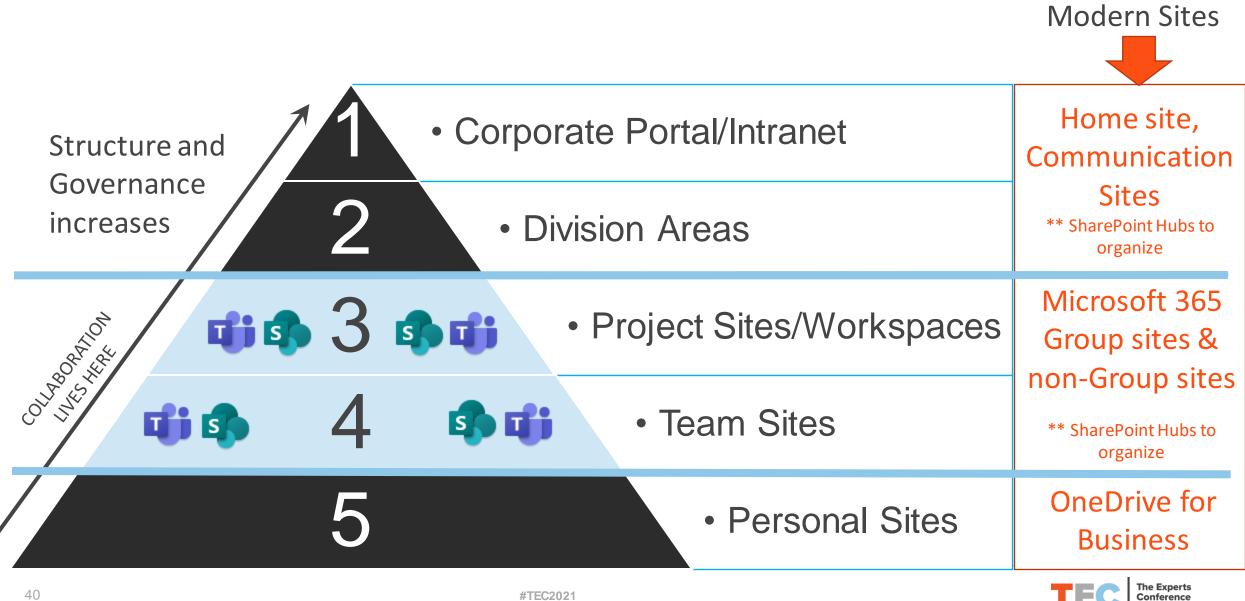


How much information architecture?

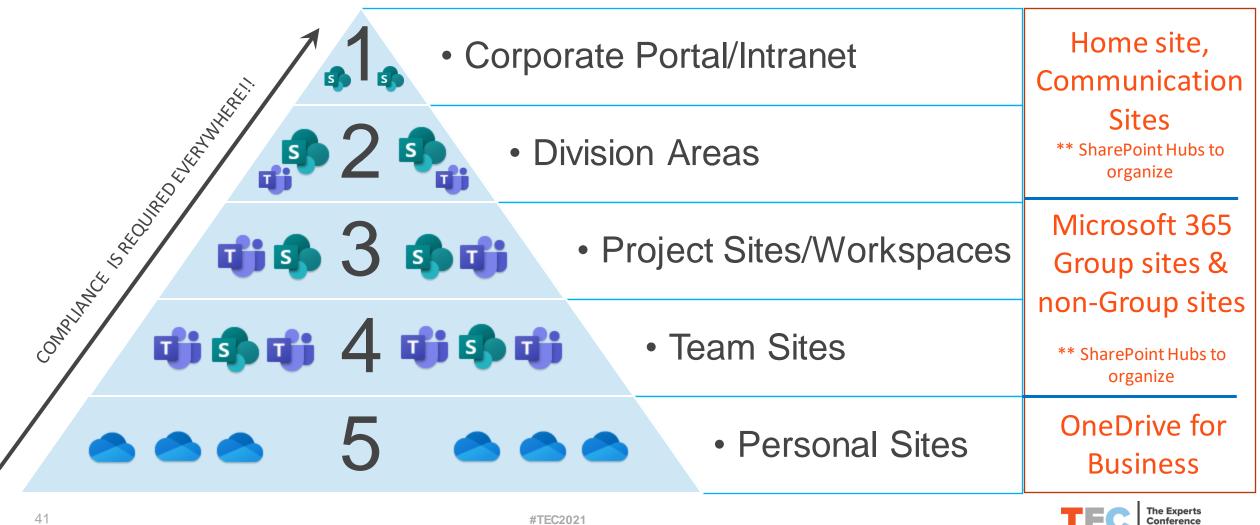




How much information architecture?



Where do we need compliance? Everywhere!



What's changed with Information Architecture?

- End-users collaborate extensively (exclusively?) in Microsoft Teams
 - There's reduced need to navigate to SharePoint

- Content extends well beyond emails and documents today
 - Microsoft Teams chats and channel messages
 - Meeting recordings
 - Yammer community and user messages

Is there still a place for traditional SharePoint Information Architecture? (Content Types and Metadata)



Content Types and Metadata can...

- Enable workflows (streamline business processes)
- Enhance search
- Provide options for organizing content within a list/library
- Apply templates



. . .

Another valuable use...

Records Management (to apply retention labels)

Records Management

Metadata

Content Types



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What is (traditional) Records Management?



An organizational function devoted to the management of information throughout its life cycle



Part of the broader function in an organization of governance, risk management, and compliance



Minimize risk to the organization



Ensures compliance with regulations, guidelines and business obligations



Protect information from unauthorized disclosure



What's changed with Records Management?

- Records Management is being modernized
 - Moving from a paper-based world to (partly) digital world



- Moving from email-centric communication to chats, messaging apps, video
- To stay relevant... shifting focus from exclusively 'compliance and risk' to including how they can better support the business on digital transformation

Link: AIIM | How to become a Modern Records Manager and a Business Enabler



What's changed with Records Management?

- The Challenges:
 - Retention and disposition on digital records... "out of sight, out of mind"
 - Records Management function is being pushed to end-users
- Records Managers need to:
 - Support innovation by looking for ways to digitize paper-based workflows
 - Support a modernized information infrastructure
 - Support a reliance on automation for governance and compliance needs

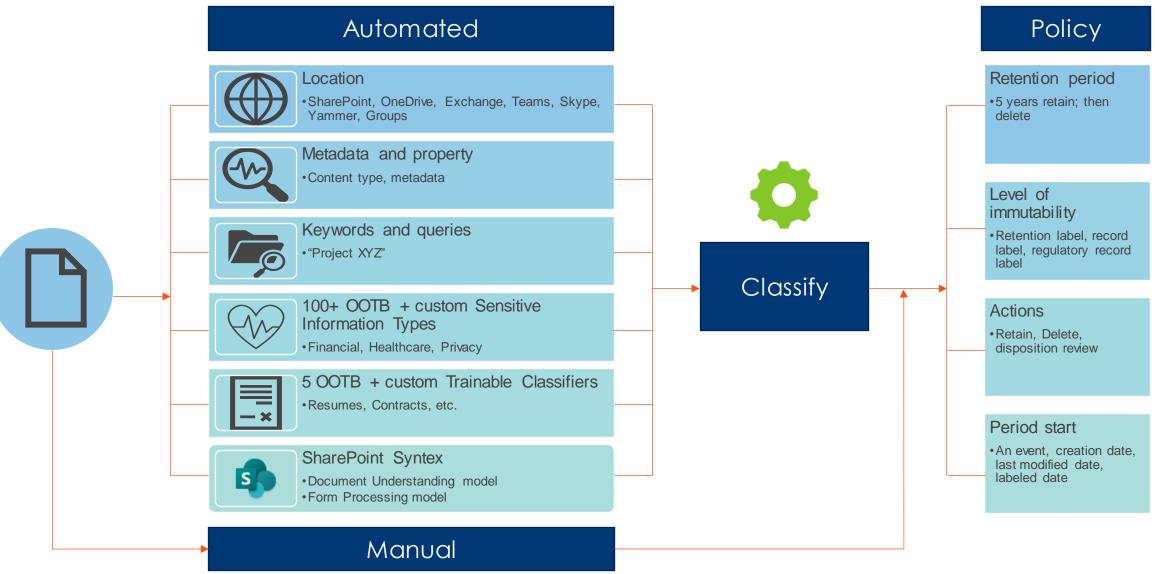
Paper-based, Commandand-control approach Embrace and leverage born-digital information and workflow processes



Maintain a born-and-staydigital workflow process to cover the entire information lifecycle



Classify and govern data and records intelligently





Ways to Auto-apply a Retention Label to SharePoint content

- #1 Automatically apply at a document library level
- #2 Automatically apply at a folder or document set level
- #3 Auto-apply based on a sensitive information type
- #4 Auto-apply based on a keyword query

#5 – Auto-apply based on a content type

#6 – Auto-apply based on a metadata value

- #7 Automatically set using Power Automate
- #8 Automatically set using custom code/PowerShell
- #9 Auto-apply based on a Trainable Classifier

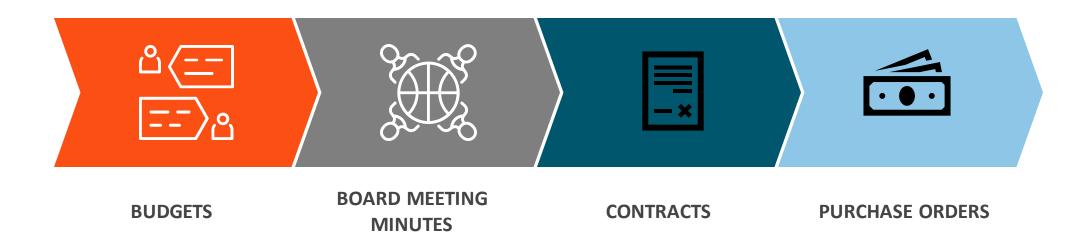
#10 – Auto-apply based on SharePoint Syntex AI Models



ALL THE WAYS TO AUTOMATICALLY APPLY A RETENTION LABEL IN OFFICE 365 November 25, 2019 Loanne Klein



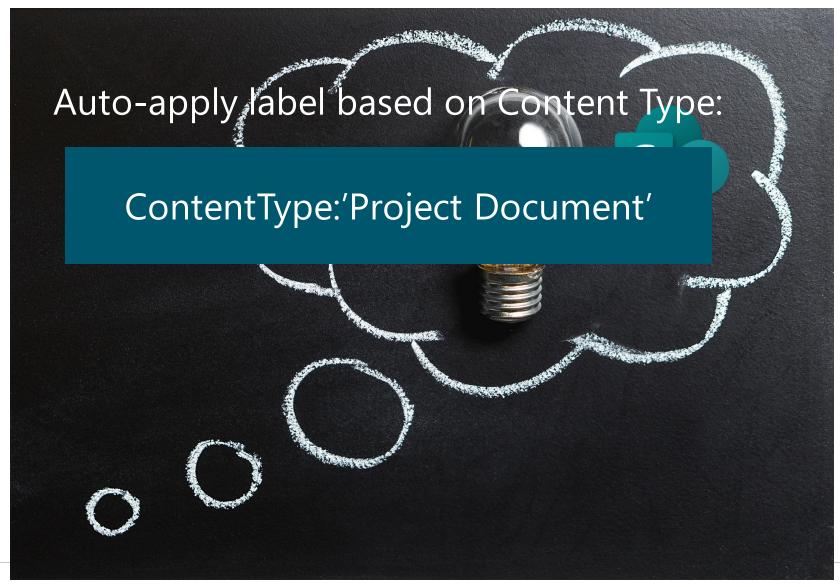
Auto-apply based on content type



ContentType:"ContentTypeName"



What's a use-case? Project documents





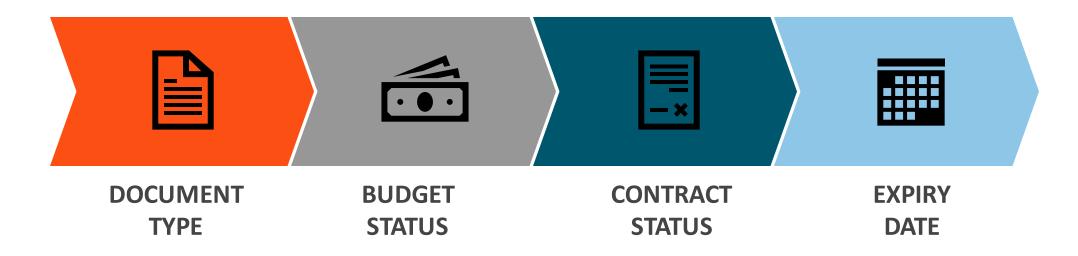
😑 Retention labels - Microsoft 365 🗙 🧕	Ignite Project - Documents - All 🛛 🗙 🛛 🕂			- 0	
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🇊 Workshop 📋 Banking 🚸 Valo Posts	<table-of-contents> SharePoint Blog 📲 Microsoft Demos 🚼 EMS Documentation 🥹 Trust</table-of-contents>	ed Traveler Pro 🍁 E-services for Busin 🍂 SKSPOUG Meetup 🗋 Submit MVP Activity 🚦 Configure labels an 🌜 Walkthrough: Add 🗋 Submit MVP Activity			>
📰 😤 Contoso Electronics	Microsoft 365 compliance		Q &	₿ ?	MA
					×
வி Home	Retention labels	Project			
🖄 Alerts	Labels Label policies	Constraints and the set of t			
🗠 Reports	When published, retention labels appear in your users' a you chose. For example, you can create labels that retain	Name			*
Ø Classification	you chose, for example, you can create labels interferan	Project			

The Setup...

- 1. Create "Project Document" content type across project sites
- 2. Create "Project" retention label to retain for 5 years after last modified date

Co eDiscovery	Personal Financial PII	7 years Retain only	
Supervision	Project	Based on when it was last modified	
Data investigations	Medical Records Retention Policy Public	Created by MOD Administrator	
A Data subject requests	1 item selected, 9 items loaded.		
S Permissions		Created October 4, 2019	
More resources			
Customize navigation		Close	
= 2 0 日 🗮 🤇	🕅 🧿 🖌 🛜 🌿 🤗 ၉ 🚇 📲		7:40 PM 10/4/201

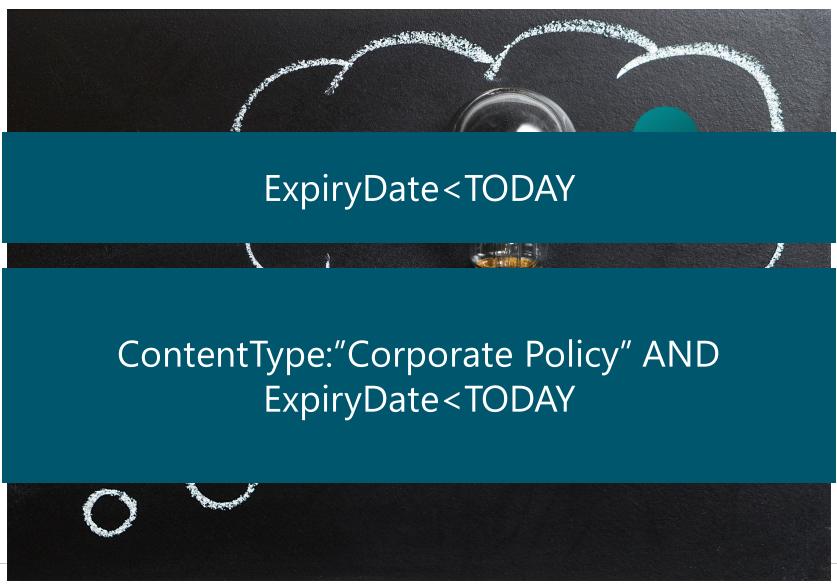
Auto-apply based on a metadata value



Column types: Choice | Managed Metadata* | Date



What's a use-case? Expired Corporate Policies





Retention labels - Microsoft 365 ×	Policy Central - Policies - All Doo × +				٥	×
← → ᢕ <u>Retention labels - N</u>	/icrosoft 365 compliance priorities and the second s		∱4 🏂 🚺	ivate 🖾	٢	
🔡 😤 Contoso Electronics	Microsoft 365 compliance		1) 🕲	?	MA
					[×
🔂 Home	Retention labels	Corporate Policy				_
△ Alerts	Labels Label policies	Carl Publish label Auto-apply a label Delete label Sector Explore items				
<u>├</u> ^ Reports	When published, retention labels appear in your users' a you chose. For example, you can create labels that retain	Name				-
🔿 Classification 🔨		Composte Delia				_

The Setup...

- 1. Add *PolicyExpiryDate* as metadata to library
- 2. Map *PolicyExpiryDate* crawled property to a *RefinableDate* managed property
- 3. Define 'Corporate Policy' retention label to retain 7 years after labeled

Data investigations	Project	Reviewers	Edit	
	Executive	MeganB@M365x769413.OnMicrosoft.com		
A Data subject requests	Medical Records Retention Policy			
S Permissions	Public	Created by MOD Administrator		
	1 item selected. 11 items loaded.			
① More resources	Filen selected. FFilens loaded.	Constant		
Customize navigation		Created		•
Customize navigation		Close		
cia. Channell				

SharePoint Syntex Auto-Apply example

Document Understanding Model

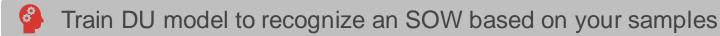
High-level Steps

Create a document library to store SOWs in a SharePoint site - other content could be stored in the library as well

Create a DU classifier model for SOW in the Content Center

- use an existing published Content Type or create new

Upload 5 positive and 1 negative SOW samples to train the model



Train DU model to extract metadata fields from an SOW (optional)

Publish (apply) the DU model to the document library

Upload documents to the library and watch what happens!!



This is what an SOW looks like

- Client Name
- Services performed
- Start date
- SOW #

Content Type



SOW for Agreement to Perform Consulting Services

Client name: ABC Corporation

Services: Solution Design

Start date: July 1, 2021

This SOW # 001 hereinafter called the "SOW"), effective as of July 1, 2021 is entered into by and between Contractor and Client and is subject to the terms and conditions specified below.

Period of Performance

Services shall commence immediately after SOW is signed by both Contractor and Client and shall continue until the work described in section 'Scope of Work' is complete.

Engagement Resources

Joanne Klein will provide consulting services during all components of the engagement and will work with ABC Corporation resources to coordinate/complete this work as required.

NexNovus Consulting Inc will provide all invoicing for Joanne to ABC Corporation.

Scope of Work

Contractor shall provide the Services and Deliverable(s) as follows:

Phase 1 | SharePoint Site Design work Phase 2 | Compliance guidance and design Phase 3 | Governance training

Work performed in this SOW will be executed using the NexNovus Microsoft 365 Engagement Framework.

Disclaimer

This SOW will not take effect until both client and contractor signatures are obtained. This proposed SOW is good for 30 days from SOW delivery

All dates proposed in this SOW are estimates only and, as a result, may be affected by unforeseen delays, project members' availability, and changes in project scope.

Signatures

Title:

Client

NexNovus Consulting Inc.

Name: Name: Title: Date: Date:

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Information Architecture

- Content Type: SOW
- Site Columns:
 - Client Name: managed metadata, tenant-level term set
 - Services Performed: managed metadata, tenant-level term set
 - SOW Start date: Date column type
 - SOW #: Single line of text column type



Site Columns will be automatically created when we create the column entity extractors (dependent on column data type)

Set up the tenant-level term sets in advance

New entity extractor
You can use an existing column to populat with extracted data, or create a new one.
New name *
Advanced settings
Your model will be deployed using a colum within a content type. Either create a new column, or use an existing one.
Associated site column
Create a new column
Use an existing column
Column type
Single line of text
Single line of text
Multiple lines of text
Date and time
Number
Url
UII



Client Name metadata

- Tenant-level term set
- Terms added for each client



Understand your organization's content-centric processes to streamline them with SharePoint Syntex

	SharePoint admin center		
=			
ሴ	Home		
	Sites	^	
	Active sites		_
	Deleted sites		
- <u>0-</u>	Policies	\sim	
ŝ	Settings		n
Ę	Content services	^	ion
1	Term store		
	Content type gallery		
P	Migration		1
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Services Performed metadata

- Tenant-level term set created
- Synonyms added as required **

 Contract Service Architecture 	Training General Usage settings Advanced	
SolutionTraining	Translations and synonyms	
		escription Il training services provided to a client.



Create a new DU Model (Uses AI to Automatically detect/classify our SOW)

	SharePoint	$\mathcal P$ Search this site	New document $ imes$ understanding model
X ⊕	FC Finance Content Center Libraries Pages Models Training Files Files Site contents Edi	t	Create and apply a model to classify files and extract information Name * SOW
	$+$ New \vee 🖄 Send to \vee 🖏 Page details		Description
D	Document understanding model		Statement of Work
	List Document library Page News post	-000	Advanced settings
	News link App		Associated content type Create a new content type Use an existing content type
			Retention Label Apply a pre-defined retention label to classified files. Selecting a label will add the Retention label column to the library view. Financial Info Create Cancel

nsored by Quest

Retention Label

🕗 Name	Define retention settings
Retention settings	When this label is applied to items, the content is retained and/or deleted based on the settings you choose here.
C Finish	 Retain items for a specific period labeled items will be retained for the period you choose. During the retent on period, Users will be able to edit items and change or remove the label. If they delete items, well keep copies in a secure location. Learn hore Retention period Tyears Start the retention period based on When items were created If the end of the retention period Peters and of the retention period Peters will be left in place. You'll have to manually delete them if you want them gone. Poind delete items, will kee poings in a secure location. Learn more Poind delete items when they reach a certain age Labeled items wont be retained, but when they reach the age you choose, we'll delete them from where they re stored. Point retain or delete items Retens wont be retained or deleted. Choose this setting if you only want to use this label to classify items.

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Publish Retention Label

Edit retention policy					
_				SharePoint si	tes
Choose labels to publish	Choose loca	tions			
Publish to users and groups	We'll publish the la	bels to the locations you choose.		✓ Search	
Name your policy	 All locations. Inclu Let me choose sp 	udes content in Exchange email, Office 365 groups ecific locations.	, OneDrive and SharePoint docum	✓ 2 of 2 selected	
	Status	Location	Included	https://	.sharepoint.com/sites/FinanceCorner
O Review your Settings	Off	🕼 Exchange email		✓ https://	.sharepoint.com/sites/TheWorks
	On	SharePoint sites	2 sites E		
	Off	OneDrive accounts			
	Off	ጫ Microsoft 365 Groups			





NexNovus Inc. Statement of Work

SOW for Agreement to Perform Consulting Services

Client name: ABC Corporation Services: Solution Design Start date: July 1, 2021

This SOW # 001 (hereinafter called the "SOW"), effective as of July 1, 2021 is entered into by and between Contractor and Client and is subject to the terms and conditions specified below.

Period of Performance

Services shall commence immediately after SOW is signed by both Contractor and Client and shall continue until the work described in section 'Scope of Work' is complete.

Engagement Resources

Joanne Klein will provide consulting services during all components of the engagement and will work with ABC Corporation resources to coordinate/complete this work as required.

NexNovus Consulting Inc will provide all invoicing for Joanne to ABC Corporation.

Scope of Work

Contractor shall provide the Services and Deliverable(s) as follows:

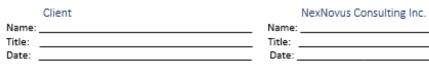
Phase 1 | SharePoint Site Design work Phase 2 | Compliance guidance and design Phase 3 | Governance training

Work performed in this SOW will be executed using the NexNovus Microsoft 365 Engagement Framework.

Disclaimer

This SOW will not take effect until both client and contractor signatures are obtained. This proposed SOW is good for 30 days from SOW delivery All dates proposed in this SOW are estimates only and, as a result, may be affected by unforeseen delays, project members' availability, and changes in project scope.

Signatures



Positive	Negative	Train
Upload a	Upload a	 Train the model Create Explanations
minimum of 5	minimum of 1	as required to identify
positive	negative	an SOW Label each example
examples of an	example of an	as positive or
SOW	SOW	negative



An explanation is like a tip to help the model identify your document and ensures accuracy.

You need at least 1.



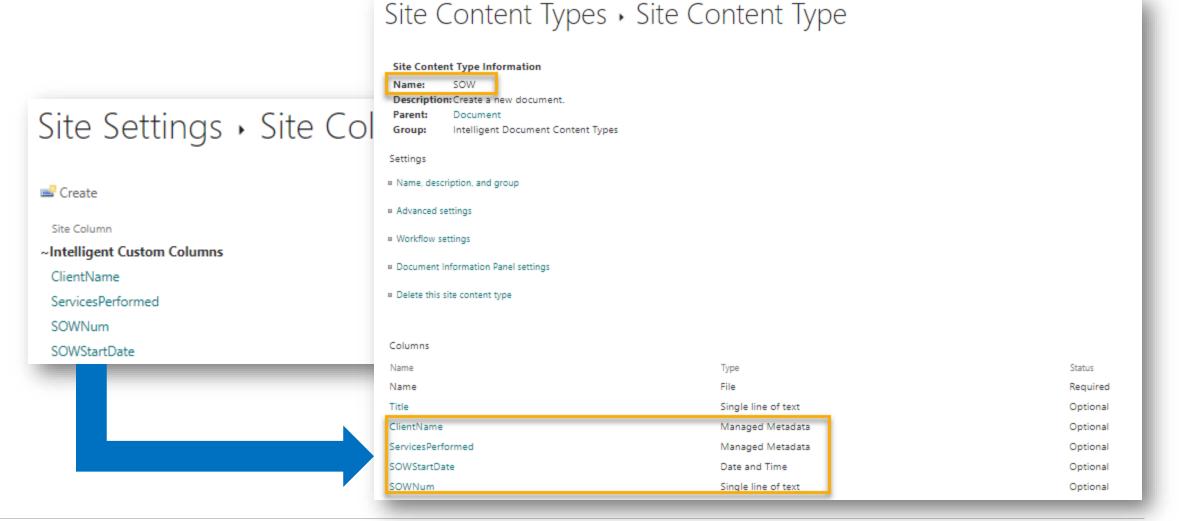
Create Extractors (OPTIONAL)

Do you want to pull specific information out of the document and save it to a column in a SharePoint library?

- Columns to extract:
 - Client Name | managed metadata from tenant-level term set
 - Services Performed | managed metadata from tenant-level term set
 - SOW Start date | date
 - SOW # | Single line of text
 - Either use existing columns or create new
 - I pre-created all site columns
 - I added them into the SOW content type manually

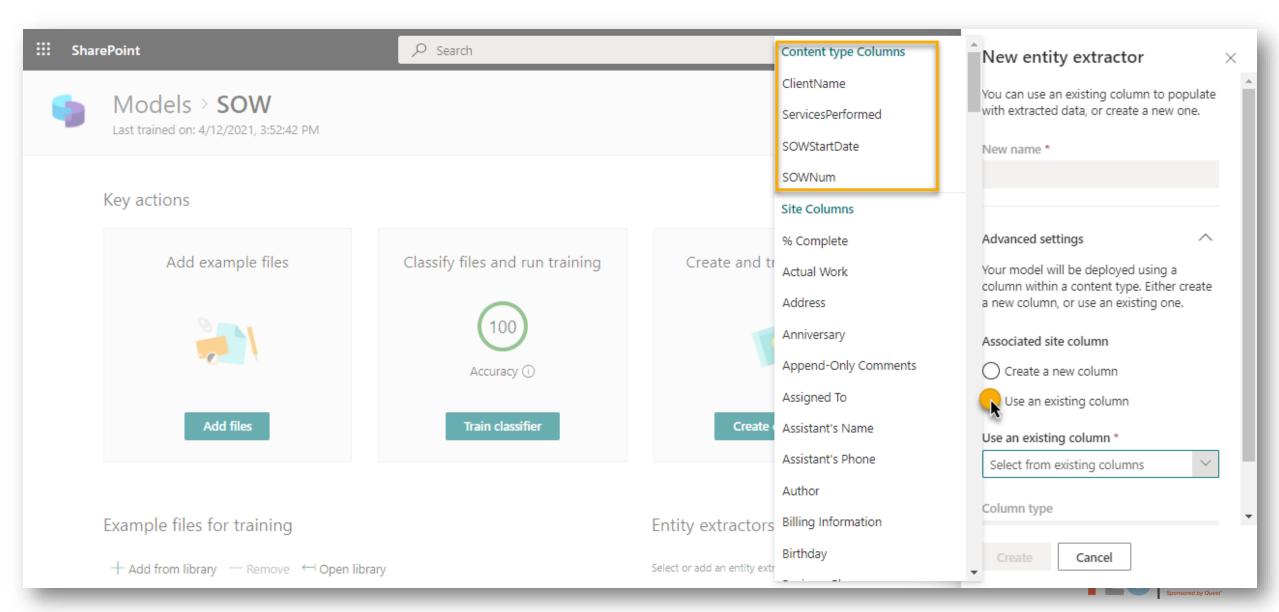


Create Site Columns

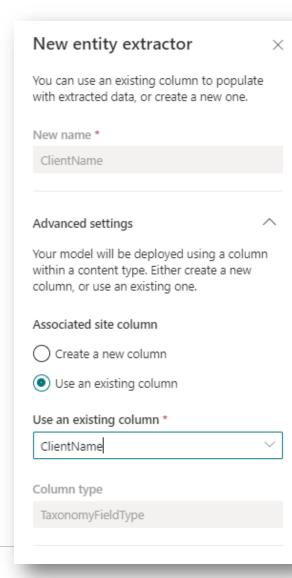




Create Entity (column) Extractors



Client Name Extractor



 Extract this information from each SOW document to automatically populate the metadata column in the SharePoint library

• Steps:

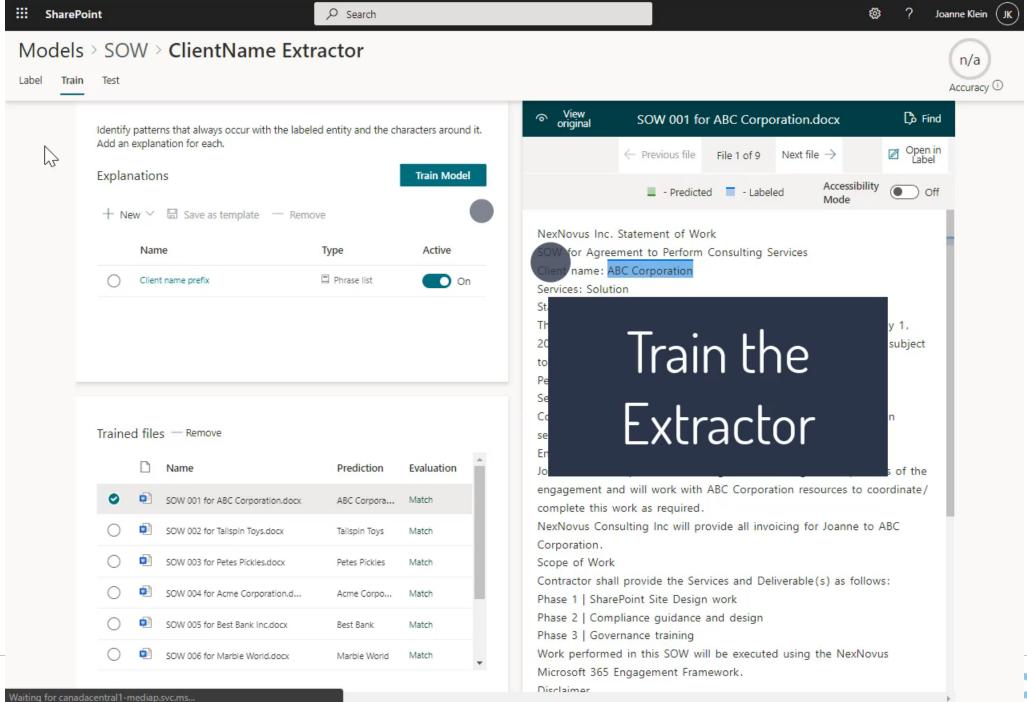
- Create the column (or use existing)
- Label each file with the value
- Provide 1 or more explanations to help the model identify the Client Name
- Train the model
- Your goal is 100%



SharePoint

Models > SOW > ClientName Extractor 100 Label Train Test Accuracy () View original SOW 008 for Espresso Ed.docx 🖒 Find abel at least 5 examples. Train after you've labeled. Save Previous file File 9 of 9 Next file \rightarrow Labeled examples + Add example files - Remove No label Accessibility Mode Off P Name Label NexNovus Inc. Statement of Work SOW for Agreement to Perform Consulting Services **D** Quote 001 for ABC Corporation.docx \bigcirc No label Client name: Espresso Ed W SOW 001 for ABC Corporation.docx ABC Corporation Services: Training Start date: November 1, 2021 ¢۵) SOW 002 for Tailspin Toys.docx Tailspin Toys This SOW # 008 (hereinafter called the "SOW"), effective as of November 1, 2021 is entered into by and between Contractor and Client and is subject to the terms and conditions specified below. Ø, SOW 003 for Petes Pickles.docx Petes Pickles Period of Performance W Services shall commence immediately after SOW is signed by both Contractor and Client and shall SOW 004 for Acme Corporation.docx Acme Corporation continue until the work described in section 'Scope of Work' is complete. W SOW 005 for Best Bank Inc.docx Best Bank Engagement Resources Joanne Klein will provide consulting services during all components of the engagement and will work w) SOW 006 for Marble World.docx Marble World with client resources to coordinate/complete this work as required. NexNovus Consulting Inc will provide all invoicing for Joanne to Espresso Ed. Ø, SOW 007 for Latte Love.docx Latte Love Scope of Work 0 SOW 008 for Espresso Ed.docx Espresso Ed Contractor shall provide the Services and Deliverable(s) as follows: Phase 1 | SharePoint Site Design work Phase 2 | Compliance guidance and design Phase 3 Governance workshop Work performed in this SOW will be executed using the NexNovus Microsoft 365 Engagement Framework. Disclaimer This SOW will not take effect until both client and contractor signatures are obtained. This proposed SOW is good for 30 days from SOW delivery All dates proposed in this SOW are estimates only and, as a result, may be affected by unforeseen

Experts ference



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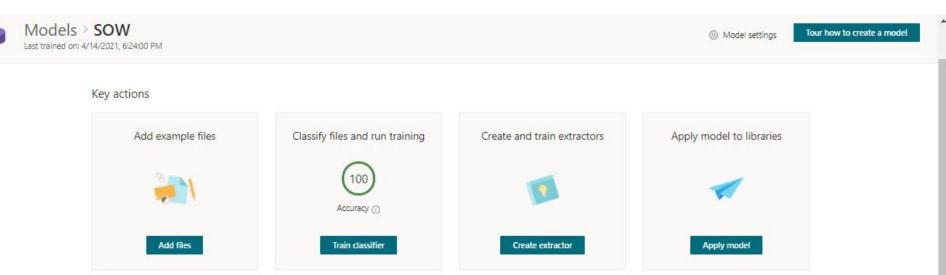
The Experts Conference ored by Ques

Rinse and Repeat

- Create column extractors for the remaining 2 columns
 - SOW Num
 - SOW Start date
- Train the model after each to ensure it is pulling the correct value



harePoint Mod	dels > SOW	,₽ Search				Model settings	⑦ ? Joanne Klei Tour how to create a mode
Last train	ined on: 4/14/2021, 6:07:05 PM						
	Key actions						
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	+ Add from library — Remove ← Oper	Modified	Modified By	Select or add an entity extractor. Train		the example files you'v Explanatio	ve added. Accuracy %
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	+ Add from library — Remove ← Oper ☐ File name SOW 001 for ABC Corporation.doo	Modified cx Mon at 4:35 PM	Joanne Klein	Select or add an entity extractor. Train + New entity extractor Name	Remove Last trained on	Explanatio	Accuracy %
	+ Add from library — Remove ← Oper ☐ File name © SOW 001 for ABC Corporation.doc © Quote 001 for ABC Corporation.doc	Modified DX Mon at 4:35 PM DCX Mon at 4:34 PM	Joanne Klein Joanne Klein	Select or add an entity extractor. Train + New entity extractor Name ClientName	Remove Last trained on 4/14/2021, 7:07:05 PM	Explanatio	Accuracy %
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	+ Add from library — Remove ← Oper □ File name ② SOW 001 for ABC Corporation.doc ③ Quote 001 for ABC Corporation.doc ③ Quote 001 for ABC Corporation.doc ③ SOW 002 for Tailspin Toys.docx ③ SOW 003 for Petes Pickles.docx	Modified DX Mon at 4:35 PM DX Mon at 4:35 PM Mon at 4:35 PM Mon at 4:35 PM	Joanne Klein Joanne Klein Joanne Klein Joanne Klein	Select or add an entity extractor. Train + New entity extractor Name ClientName ServicesPerformed	Remove Last trained on 4/14/2021, 7:07:05 PM 4/12/2021, 7:39:25 AM	Explanatio 1 1	Accuracy %
	+ Add from library — Remove ← Oper □ File name □ SOW 001 for ABC Corporation.doc □ Quote 001 for ABC Corporation.doc □ Quote 001 for ABC Corporation.doc □ SOW 002 for Tailspin Toys.docx □ SOW 003 for Petes Pickles.docx □ SOW 004 for Acme Corporation.doc	Modified DCX Mon at 4:35 PM DCX Mon at 4:35 PM Mon at 4:35 PM Mon at 4:35 PM	Joanne Klein Joanne Klein Joanne Klein Joanne Klein Joanne Klein	Select or add an entity extractor. Train + New entity extractor	Remove Last trained on 4/14/2021, 7:07:05 PM 4/12/2021, 7:39:25 AM lel	Explanatio 1 1	Accuracy %
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Example files for training

+ Add from library - Remove ← Open library

ß	File name	Modified	Modified By
Ø	SOW 001 for ABC Corporation.docx	4m ago	Joanne Klein
Ø	Quote 001 for ABC Corporation.docx	4m ago	Joanne Klein
Ø	SOW 002 for Tailspin Toys.docx	4m ago	Joanne Klein
Ø	SOW 003 for Petes Pickles.docx	4m ago	Joanne Klein
ē	SOW 004 for Acme Corporation.docx	3m ago	Joanne Klein
Ø	SOW 005 for Best Bank Inc.docx	3m ago	Joanne Klein
Ø	SOW 006 for Marble World.docx	3m ago	Joanne Klein
Ø	SOW 008 for Espresso Ed.docx	3m ago	Joanne Klein
Ø	SOW 007 for Latte Love docx	3m ago	Joanne Klein

Entity extractors

Select or add an entity extractor. Train the model by labelling entities in the example files you've added.

+ New entity extractor - Remove

Name	Last trained on	Explanatio	Accuracy %
ClientName	4/14/2021, 7:07:05 PM	1	• 100
ServicesPerformed	4/12/2021, 7:39:25 AM	1	• 100
SOWNum	4/14/2021, 7:19:45 PM	4	• 100
SOWStartDate	4/14/2021, 7:24:00 PM	1	• 100

Libraries with this model

This classifier and its extractors have been applied to the following libraries.

+ Add library \bigcirc Sync all - Remove

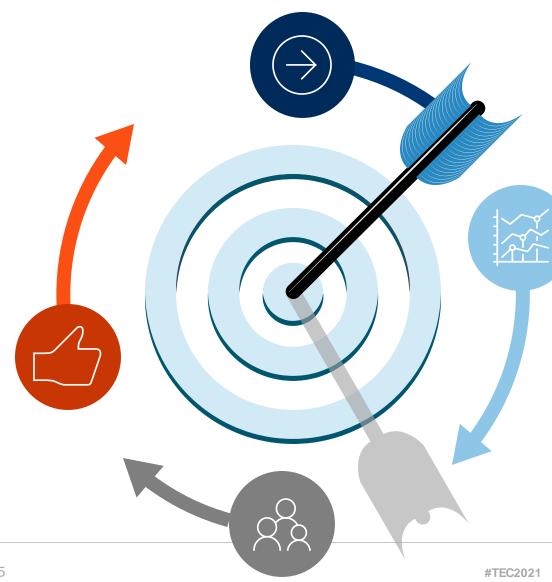


2

Key Takeaways Where to start..

The Experts Conference Sponsored by Quest*

Compliance | Take a Crawl-Walk-Run Approach



JUST START!

Allows you to start without having it all figured out.

INCREMENTAL IMPROVEMENTS

Allows for incremental improvements along the way.

INFORMATION WORKER IMPACT

Eases information workers into the world of compliance.

DO "SOMETHING"

"Some" compliance controls are better than none. "Progress not Perfection".



An Approach for Modern Compliance

GOVERN YOUR DATA (THRU ITS LIFECYCLE)

Manage records and information in a compliant manner

- Apply retention policies for broad coverage
- Auto-apply retention labels on high-value business content Leverage SharePoint Information Architecture where it makes sense

PROTECT YOUR DATA (WHEREVER IT TRAVELS)

Apply flexible protection actions across your workloads appropriate to the level of risk

- Data Loss Prevention, Sensitivity Labels
- Automatically apply at the item level where you can
- Apply controls at the location level (SharePoint, Teams, etc.)

KNOW YOUR DATA (AND PROCESSES)

Understand the data landscape in your organization and what users are doing with your sensitive data

- Data Classification (Content Explorer, Activity Explorer)
- Audit Logs
- Look for places to digitize/streamline important processes



COMPLIANCE

Thank you.

The Experts Conference Sponsored by Quest®

#TEC2021

Links from this presentation

- Introduction to SharePoint information architecture in Microsoft 365
- All the ways to automatically apply a retention label in Microsoft 365
- SharePoint Syntex Document understanding overview | Microsoft Docs
- <u>AIIM | How to become a Modern Records Manager and a Business Enabler</u>
- <u>Microsoft 365 Information Protection and Compliance Deployment Acceleration</u> <u>Guides</u>
- Microsoft 365 licensing guidance for security & compliance
 - <u>https://aka.ms/ComplianceSD</u>

