

Boost Freedom of Information (FOI) Compliance using SharePoint



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Microsoft Partner

Gold Collaboration and Content



The Mission

- Respond to requests for information – often within 20 days
- Information is anything not exempted; exemptions include:
 - defense or foreign policy
 - personnel records
 - trade secrets and confidential business information
 - law enforcement records
 - bank supervision
 - geophysical information
- Firmly established with legislation:
 - [Over 100 nations](#)
 - All 50 [US states](#)
 - All 13 [Canadian](#) provinces and territories
 - [Freedom of Information 2000](#) (UK)



The Risks



3 out of 4
respondents
say it takes too long



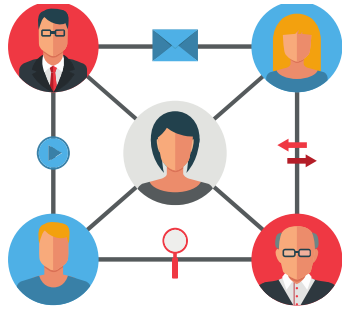
35% of respondents said they
were denied information
because it was unclear who
held the records.



37% of respondents said
that requests were denied
because records were not
in a retrievable form.

Sources: <https://knightfoundation.org/reports/forecasting-freedom-of-information>
<http://www.nfoic.org/2015-biennial-open-Government-survey-results-troubling>

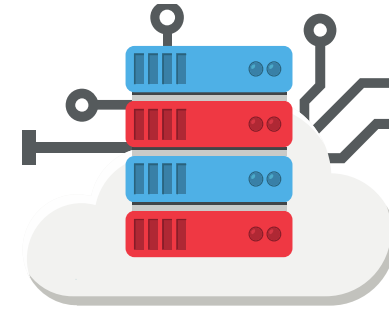
The Options



Work harder



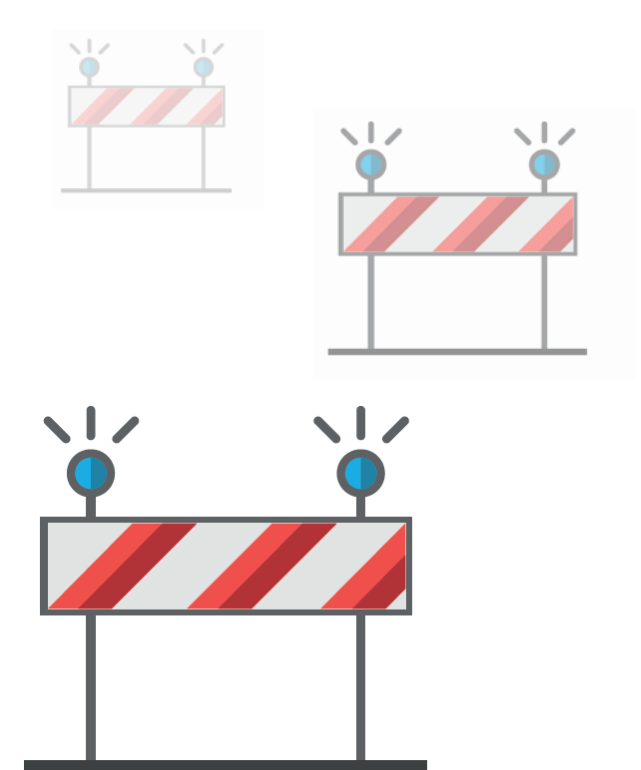
Hire more people



Work smarter

The Barriers

- **Information in General**
 - What to save?
 - For how long?
 - What needs to be redacted?
- **Emails**
 - What do we do with personal emails?
 - Finding emails locked in individual inboxes
 - Finding emails related to request
- **Document search**
 - Finding documents related to requests



01.
FOI staff receive a request,
then acknowledge it

02.
Collect the requested data
from colleagues

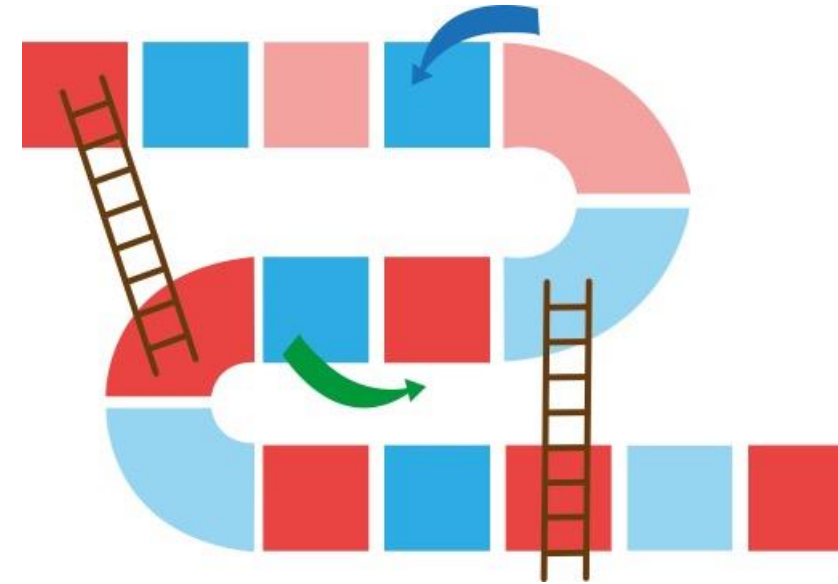
03.
Assigned individuals perform searches
across all databases and content
storage locations

What does the process look like today?

04.
Get access to
missing information

05.
work with the legal
team to decide what
can be released, and
how

06.
Compile response
and send to requester



Problems with the Process

1. Manual processing of emails
2. Emails sent to joint mailboxes often get dropped
3. search for information is almost entirely manual (poor classification)
4. Work gets dropped because staff are overwhelmed





Freedom of Information (FOI)

The Solution

Simplify Best Practices

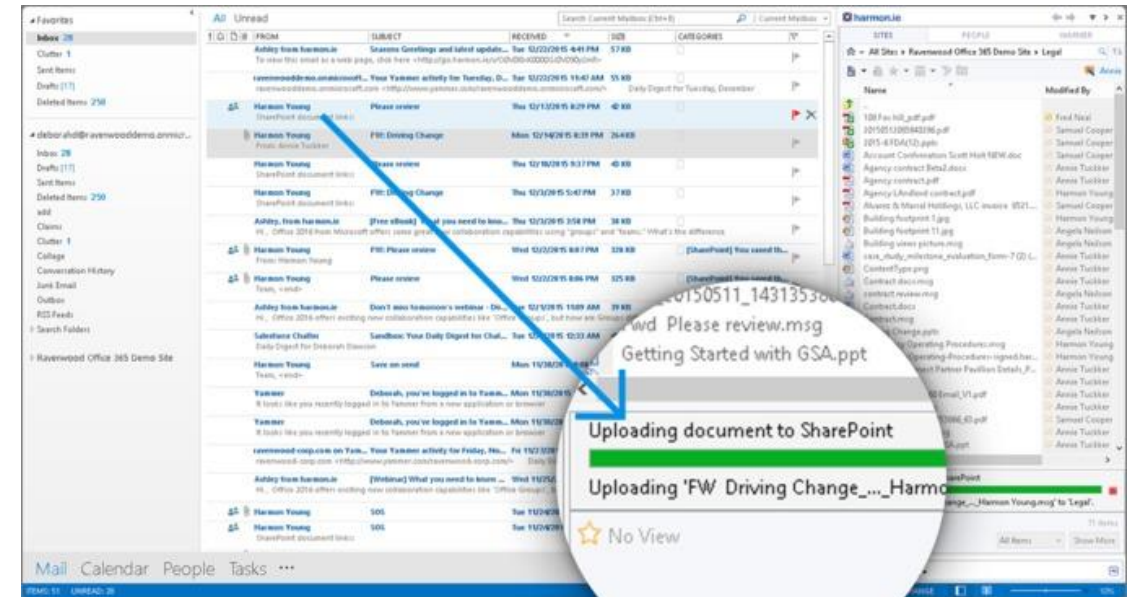
Store all records in SharePoint

emails
documents

Name	Modified	Modified By
..		
Analysis	9/18/2015 5:14 PM	Samuel C
Test	4/15/2015 2:52 PM	Annie Tu
Price offers	2/17/2015 7:05 AM	Annie Tu
Agency contract.pdf	6/22/2016 5:33 PM	Annie Tu
Basement Floor Plan.pdf	6/22/2016 5:32 PM	Annie Tu
Building footprint 1.jpg	6/22/2016 5:32 PM	Annie Tu
Contract.docx	6/9/2016 6:27 AM	Annie Tu
Sample.xls	5/19/2016 8:02 PM	Annie Tu
Pro EULA demo.docx	3/14/2016 5:53 PM	Annie Tu
Agency LAndlord contract.pdf	3/13/2016 11:38 PM	Annie Tu
Pro EULA (2).docx	3/7/2016 2:21 PM	Annie Tu
Account activity.xlsx	2/1/2016 2:15 PM	Annie Tu
Annie you've logged in to Yammer.msg	1/29/2016 3:10 PM	Annie Tu
Aon Hewitt - Additional functionality SOW.docx	1/29/2016 3:10 PM	Annie Tu
tenant notice letter.pdf	1/20/2016 12:38 PM	Annie Tu
Driving Change (1).pptx	1/20/2016 12:35 PM	Annie Tu
Driving Business Value.ppt	1/20/2016 12:35 PM	Annie Tu
CCR Registration Info (2).pdf	1/20/2016 12:35 PM	Annie Tu
Relocation project Pictures.msg	1/20/2016 12:35 PM	Annie Tu
FW Contract notice documentation.msg	1/20/2016 12:35 PM	Annie Tu
Request for Proposal.msg	1/20/2016 12:35 PM	Annie Tu

Simplify Information Capture

- Make the right thing the easy thing to do
 - Work from email
 - Drag and drop emails and documents to SharePoint
- Simplify the classification process
 - Use SharePoint metadata

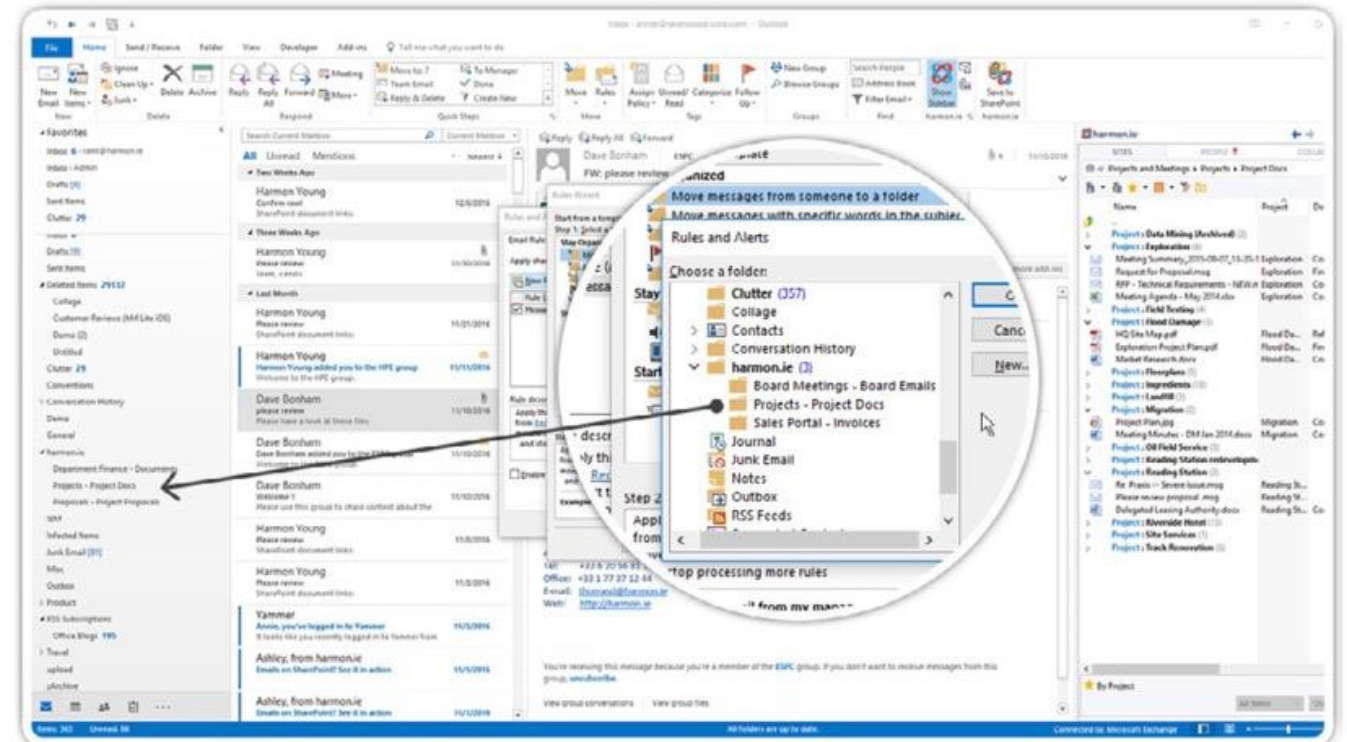


Automation

Use email rules to automatically capture important emails

Use harmon.ie to automatically capture email metadata

Use harmon.ie to prompt for document metadata

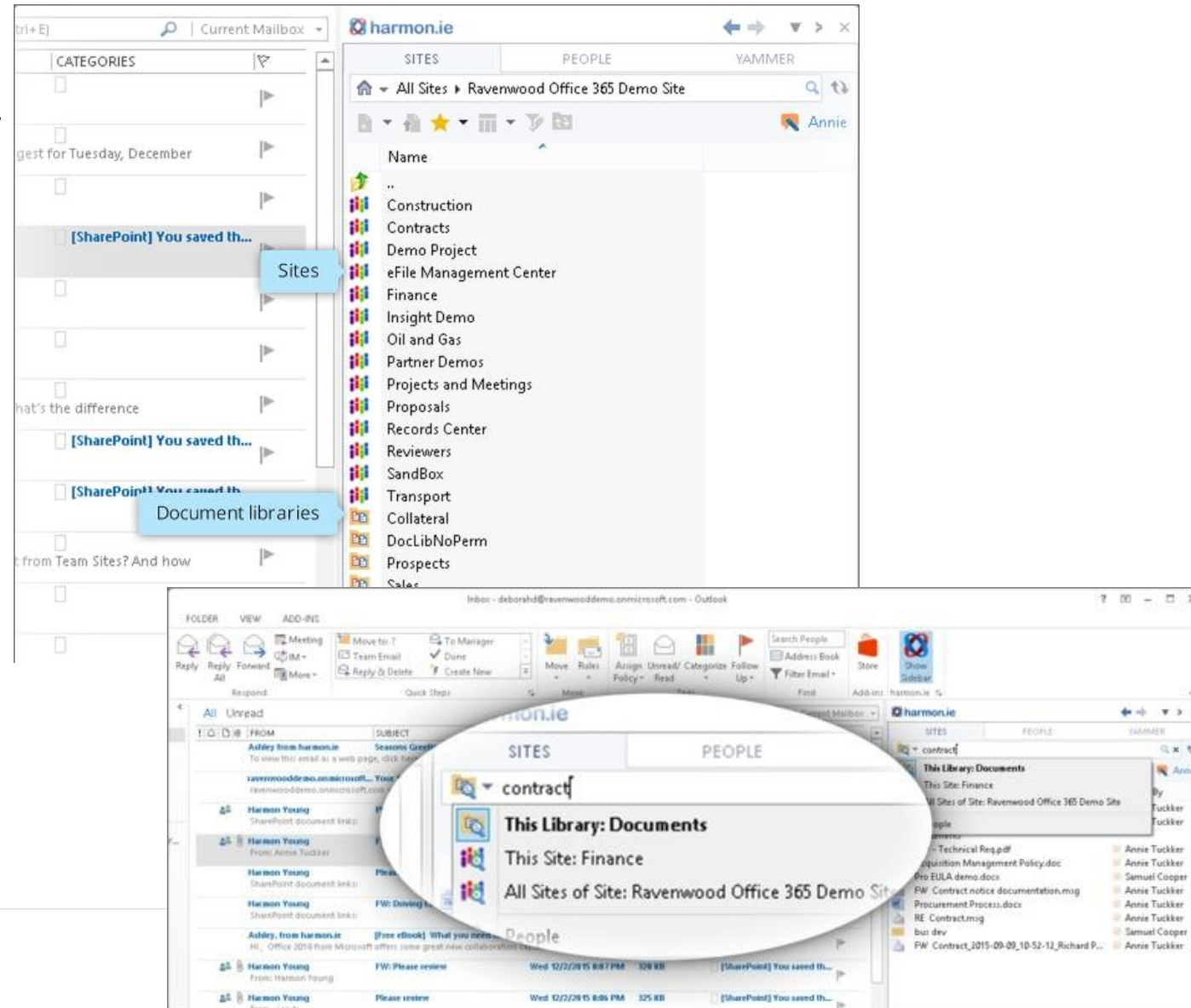


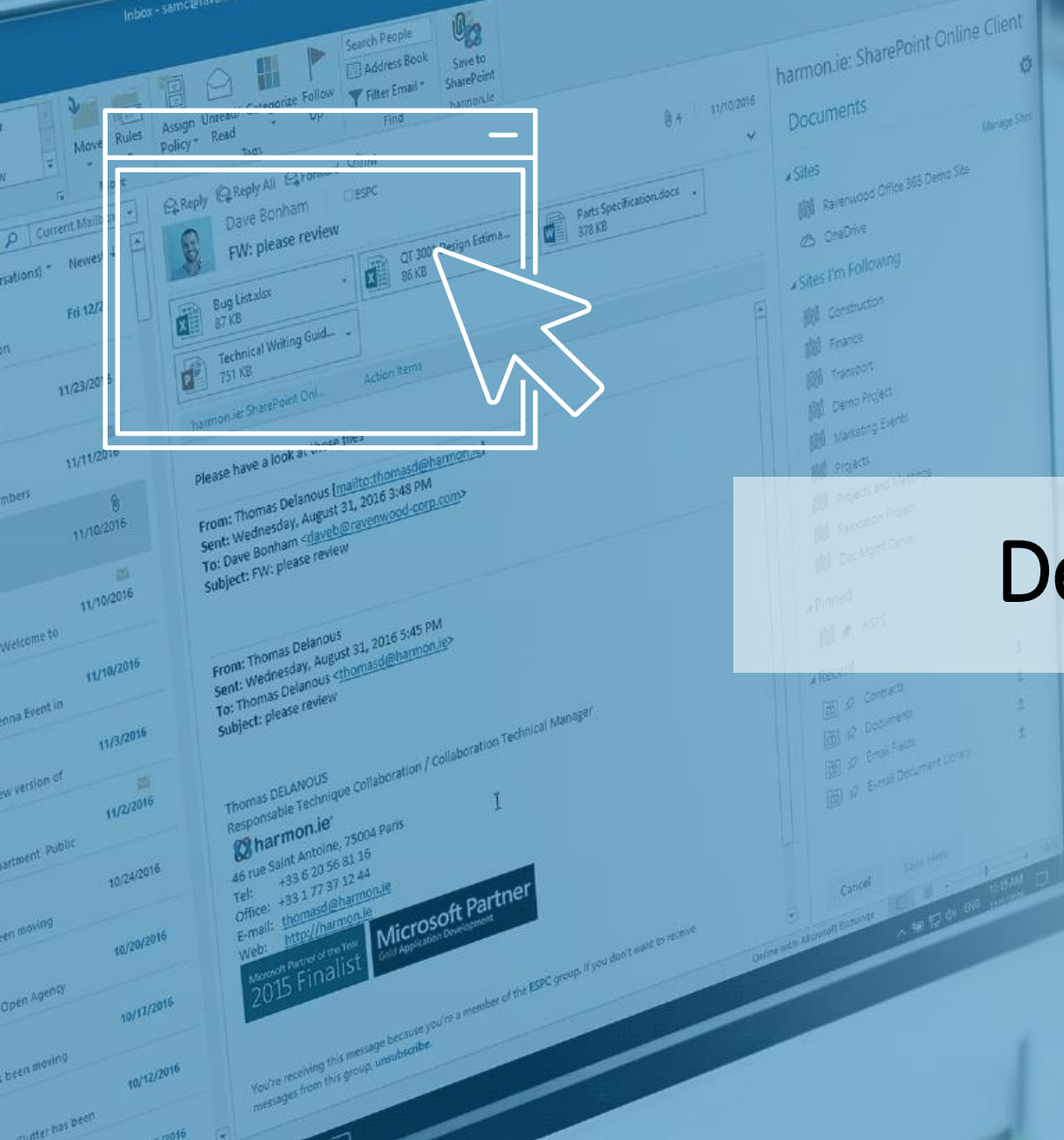
Find Information Easily

When classified correctly, emails and documents are a snap to locate

Search for documents and case-related emails directly from Outlook

The result? Compliance.





Demo

Thank You