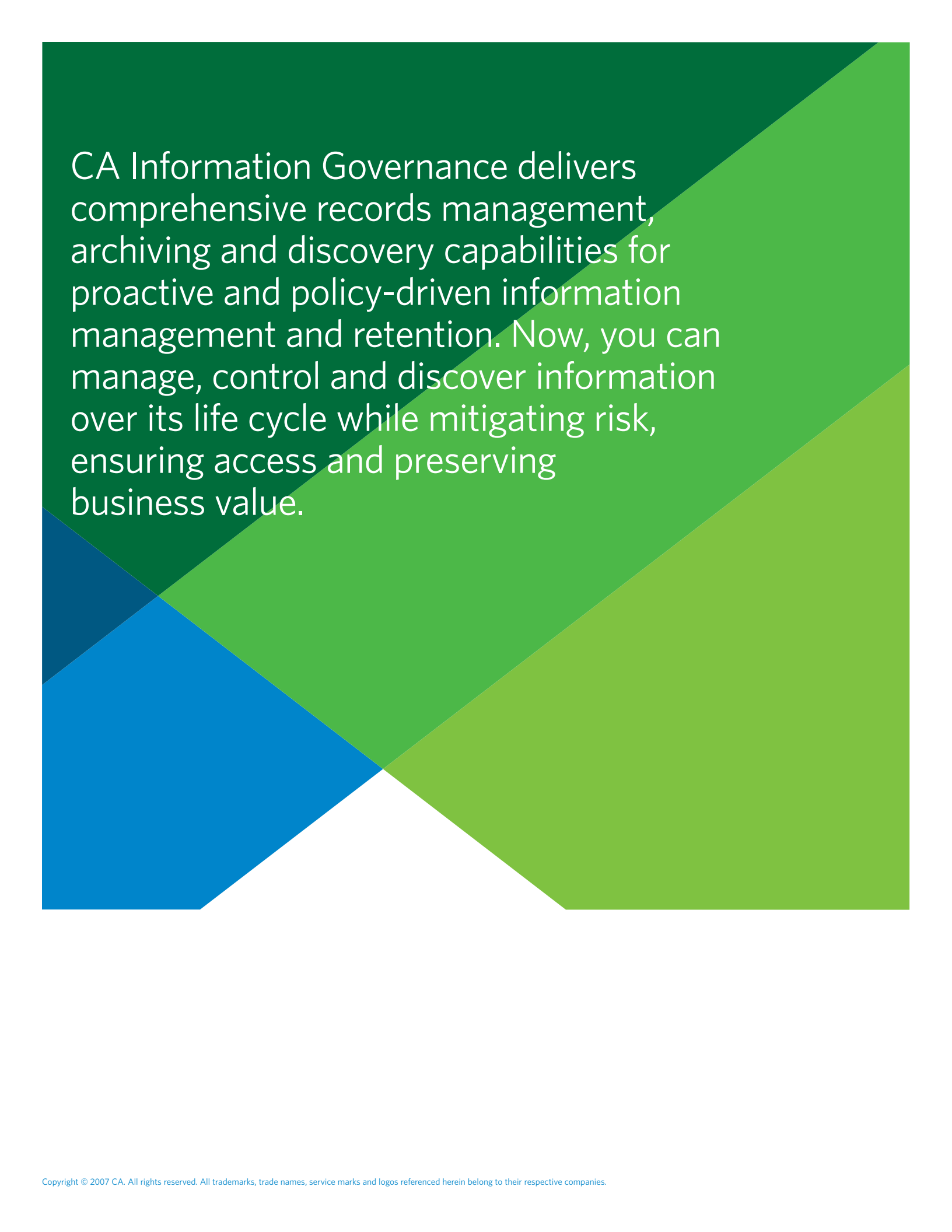


# Can CA Information Governance help us protect and manage our information throughout its life cycle and reduce our risk exposure?



The background consists of several overlapping triangles in shades of green and blue. A large dark green triangle is at the top left, overlapping a medium green triangle to its right. Below these, a blue triangle overlaps the dark green one, and a light green triangle overlaps the medium green one. The bottom right corner is a solid light green area.

CA Information Governance delivers comprehensive records management, archiving and discovery capabilities for proactive and policy-driven information management and retention. Now, you can manage, control and discover information over its life cycle while mitigating risk, ensuring access and preserving business value.

# Overview

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## Challenge

The ability to effectively manage mounting volumes of business information, protect your data and comply with regulations and policies are central to enterprise-wide information governance. At the same time, you must meet disaster recovery requirements, reduce risk and ensure business continuity. Your organization also has to be agile enough to adapt to changing needs while protecting existing investments in resources and information systems. These complex challenges are increasing the already steady pressure on today's enterprise.

## Solution

The CA Information Governance solution provides robust technology, professional services, education and strategic partnerships to help you succeed. With a comprehensive records management, archiving and discovery platform, CA Information Governance helps you increase efficiency by centrally managing policies and implementing controls for distributed content across the enterprise for proactive risk management. This approach ensures access and availability to information at the right time and by the right people to support decision-making processes.

## Benefits

Key benefits of CA Information Governance include the proactive reduction of risk, improved information governance and increased preparedness for discovery while lowering costs, improving returns and promoting business agility. Innovative retention management features enable proactive compliance and corporate governance to prepare you for reactive processes such as audit and discovery. Further, costs can be reduced when content is classified based on business value, usage and legal requirements resulting in a lesser need for storage and improved efficiencies across the enterprise.

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## CA Advantage

The CA Information Governance solution helps you solve an array of challenges with unique offerings including federated records management, email management, retention management and business process automation. It ensures alignment between IT and business goals, reduces time to value, improves staff productivity and maximizes the return on your software investments through technology, life cycle services, and education. These capabilities are also part of the larger CA Enterprise IT Management (EITM) vision, which helps customers unify and simplify the management of today's complex IT environments for greater business results. With CA, you can proactively manage risk for continuous compliance through protection of information assets from the threat of unauthorized access, loss or destruction.

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## Next Steps

For more information on how the comprehensive and integrated information governance solution from CA can help you improve the way your organization manages, controls, discovers and accesses enterprise content while managing costs and risk, visit us at [ca.com/solutions](http://ca.com/solutions).

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## CHALLENGE

### New Demands Require Today's Enterprise to Reconsider Information Governance and Processes

Businesses today are faced with new demands that further strain IT departments and impact information governance strategies. Faced with these pressures, organizations can no longer wait to take steps to gain control. Information is growing exponentially, and eDiscovery and privacy have become major issues. Simultaneously, records management and mainstream compliance efforts must now incorporate physical, electronic and email management tasks with equal diligence and complete integration.

The right solution is one that can unify and simplify all of your technologies and processes while meeting these challenges with the least impact to users and at the lowest possible cost of ownership.

#### The Mandate is Clear: Gain Control over Information

Sweeping changes across numerous industries have occurred with such force that many organizations and IT departments find themselves insufficiently prepared to respond. One area of change is the multiple regulatory and legislative requirements such as SEC, NASD, HIPAA, Sarbanes-Oxley Act and the amended Federal Rules of Civil Procedure that are requiring tighter control and governance of corporate information.

But how do you deal with this bevy of requirements? The list of hurdles can be just as daunting as finding the right solution. Many of these challenges require you to take a hard look at current business processes and consider a few questions:

- How do we deal with ever-growing volumes of information?
- Is there a better way to manage risk to protect our organization from the threat of unauthorized access, loss or destruction of valuable information assets?
- Can one solution protect and manage information throughout its life cycle while enabling policy and process controls to be applied consistently across content repositories?
- How do we effectively and efficiently search our wealth of content to enable document production for discovery and audit at the lowest cost and with minimal business disruption?
- What processes can we automate to increase usability, minimize administrative tasks and facilitate compliance?
- Is there a way to improve our retention management practices and ensure they are followed consistently enterprise-wide for all types of information: physical, electronic and email?

As organizations face these issues, they often find that the most pressing requirements begin with email, and then continue to all forms of electronic and physical content. But regardless of content type, the mandate is clear: a comprehensive information governance strategy is the key to effectively managing, controlling, securing and discovering information across your enterprise.

### Unifying Disparate Content is Key

To manage risk proactively and effectively, today's leading-edge organizations must increase preparedness for reactive processes. In distributed organizations, content must be managed in-place, regardless of format or origin. This approach, also known as federation, can help you meet the challenge of proactive risk management by unifying disparate content silos to allow search, discovery and the application of consistent policies across the enterprise. With content unified, you are better equipped to meet complex obligations presented by the combination of regulations, legislation and business demands.

According to a top analyst, 75% of enterprises indicate they have more than five content repositories in their organization. This fact affirms the need for a federated solution that can unify and simplify this diversity of information and technologies when considering management, access and larger IT initiatives such as compliance, IT governance and service optimization.

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## SOLUTION

### Building an Effective Information Governance Strategy for Managing Information through its Life Cycle

To effectively manage enterprise content, the optimal solution should allow you to protect and manage information throughout its life cycle while ensuring accurate access and availability at the right time and by the right people. CA Information Governance achieves this objective while meeting the legal, compliance and IT needs of the enterprise in a unique way.

By minimizing complexity and enabling policy and process-driven controls, CA Information Governance enables Global 500 customers to manage, control and discover information in line with legal, compliance and IT obligations at the lowest total cost — and without interfering with existing business processes.

### Simplifying the Management of Business-Critical Information Enterprise-Wide

Through robust, best-of-breed technology, professional services and education, as well as strategic partnerships, CA enables you to enforce a solid information governance strategy that can address the most daunting business challenges.

The CA Information Governance solution helps you address three core information-centric needs:

- Facilitate proactive enterprise-wide compliance to minimize and better prepare for the reactive processes of discovery and audit
- Increase efficiency and productivity to improve business agility
- Reduce overall costs

CA Information Governance enables you to meet these needs by simplifying the management of business-critical information over its life cycle to achieve the business objectives of compliance, enhanced knowledge sharing and access, business continuity and operational efficiency.

The CA Information Governance solution is unique in its ability to effectively and agnostically govern and place appropriate business controls on content located in disparate content silos from multiple vendors. You can ease the complexity of implementing consistent business policies across the enterprise without disruption to the business or end users. With Federated RM, you can manage content 'in-place' without requiring data movement or technology replacement.

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## CA Information Governance: The Most Comprehensive Solution Available

CA Information Governance is a comprehensive, modular and scalable solution that enables proactive and policy-driven information management and retention. Now you can meet the needs of information governance in three key areas: retention management of corporate records and vital knowledge assets, email management and the automation of data discovery, classification and management.

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### CA Records Manager (formerly MDY FileSurf)

Controls and manages physical, electronic and email records while reducing end user burden and administrative overhead. CA Records Manager governs the management of vital corporate knowledge assets. The Federated RM architecture provides a centralized management console to enable you to apply uniform business policies, retention schedules, disposition, search, discovery, legal holds and security to vital information dispersed across enterprise content silos. CA Records Manager has been certified against the U.S. DoD 5015.2 standard for records management applications (Ch. 2 and 4) and, in support of the Federated RM platform, maintains the most partnered certifications in the industry.

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### CA Message Manager

Provides industry-leading mailbox management, eDiscovery and supervision capabilities to enable the archival, management and tracking of email — one of the most valuable business assets. CA Message Manager provides the tools to facilitate the cost-effective management of email as an integral part of your overall business. CA Message Manager is U.S. DoD 5015.2 certified and tightly integrated with CA Records Manager to ensure emails are consistently managed according to corporate retention policies.

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### CA File System Manager

Automates data discovery, classification and management of data across heterogeneous storage environments and removes stale or outdated content from valuable and high-priced storage environments for greater operational efficiency. CA File System Manager collects and analyzes detailed information about the utilization of storage and the criticality of data over its life cycle to optimize backup and recovery and automate tiered-storage implementations.

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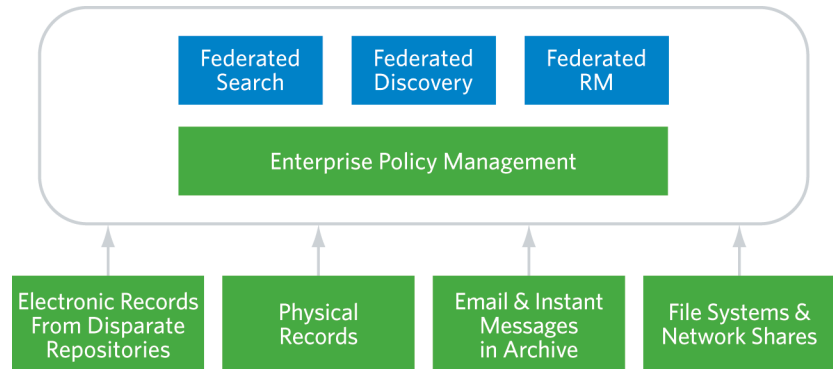
## CA Information Governance: The Compliance Infrastructure

The CA Information Governance compliance infrastructure helps to ensure and improve compliance programs, protect and enable access to valuable information assets, and streamline information governance processes via records management, email archiving and file systems management.

FIGURE A

This diagram illustrates the functional areas of CA Information Governance and their benefit to your IT infrastructure.

## CA INFORMATION GOVERNANCE



## BENEFITS

### Increasing Enterprise Performance with CA Information Governance

CA Information Governance provides a complete solution to govern, manage and secure enterprise information to ensure your organizational content is protected, accessible and retained according to business objectives. Some of the ways your organization can benefit from CA Information Governance include:

**MANAGING INFORMATION OVERLOAD** CA Information Governance manages and controls the overabundance of data and information that can slow your organization and put you at risk. With CA Information Governance, you can improve storage efficiencies and productivity, effectively remove stale or outdated files and streamline systems that enable you to find important information when you need it.

**MINIMIZING RISK EXPOSURE** Minimizing risk can encompass a number of areas related to audit, litigation, data protection, business continuity and simply finding critical information. CA Information Governance can manage risk by delivering continuous compliance by protecting information assets from the threat of unauthorized access, loss or destruction. A centralized management console ensures policies are applied consistently across content silos enterprise-wide to mitigate undue risk, and facilitate compliance with a myriad of regulatory, legislative and corporate requirements. These capabilities enable you to reduce costs associated with risk management, particularly in organizations with multiple, disparate repositories of content, including physical records.

**IMPROVING EFFICIENCY AND PRODUCTIVITY** CA Information Governance helps you save time and money and in turn gain a competitive edge by empowering users with faster access to the right information. This increases an organization's ability to compete by improving service to external clients. Additionally, these capabilities allow IT departments to improve service to their internal customers by optimizing and making storage more efficient and by increasing overall productivity.

**ENHANCED COMPLIANCE CAPABILITIES** CA Information Governance facilitates compliance with government regulations, legislation and corporate best practices by maximizing existing technology investments and aligning people, processes, and technologies to provide enterprise-wide access and control of information assets. You can benefit from advanced retention management, review processing, comprehensive audit trails and reporting and supervision capabilities to meet the most stringent compliance obligations.

**FEDERATED MANAGEMENT OF ENTERPRISE INFORMATION** While multiple applications enable users to manipulate information to meet their needs, it also poses a risk due to its disparate nature. CA Information Governance can help you consolidate your silos of information across the enterprise to ensure it is properly managed for compliance and discovery purposes. With Federated RM, content can be managed in-place and business policies may be consistently applied for consistency. This enables a proactive approach to risk management that helps you meet continuous compliance and corporate governance mandates.

**REDUCED COST THROUGH AUTOMATION** CA Information Governance helps organizations manage cost through the automation of manual tasks. By automating the classification of content based on business value, usage and legal requirements, you can reclaim storage space and improve productivity and efficiency across the enterprise. CA Information Governance automates processes vital to meeting regulatory requirements, administrative tasks, and managing information over its life cycle to achieve business objectives. Automation of administrative tasks includes processes such as declaration, reviews, supervision workflows, record circulation, and disposition processing which also reduces costs associated with managing information assets.

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## CA ADVANTAGE

CA offers a unique set of advantages that provide a comprehensive, integrated solution to address comprehensive information governance. In addition to helping you reduce risk by performing proactive continuous compliance through the protection of information assets, CA Technology Services™ can maximize the value of your CA Information Governance investment.

### Some of the ways we can assist your organization:

- Life Cycle Assessments help you define the right strategy to complement your infrastructure and existing processes while meeting the needs of your business requirements and governance demands.
- Solution Implementation Assistance offers a phased approach that reduces risk, speeds deployment and lowers staff learning curves. The result is ease-of-implementation with alignment of the solution to your particular requirements.
- System Healthchecks identify and evaluate use, design and performance of your CA solution to determine the best fit to your infrastructure for peak performance. Periodic healthchecks ensure your software performance is meeting your business objectives while allowing for growth.
- Best Practices Assessments review current business policies to streamline processes and improve efficiency and productivity. Thoroughly reviewing your solution-related procedures, policies, and retention schedules ensures processes align with existing and new procedures. In addition, end user awareness education can be provided to ensure consistency with today's best practices.

### Beyond Information Governance: Enterprise IT Management

CA Information Governance is an important part of CA's overall approach to transforming IT management. With our unique capabilities, CA can help you unify and simplify IT management across the enterprise for greater business results. Our Enterprise IT Management vision, proven capability solutions and expertise help customers govern, manage and secure IT. Customers gain the ability to manage risk, improve service, manage costs and align IT investments with the needs of the business.

Through CA Technology Services and our partners, we can help you assess your current IT situation and management needs, define your goals in terms of process improvement and implement solutions to help you gain measurable results as quickly as possible. Our structured, proven, phased approach draws on the expertise and best practice knowledge developed during thousands of successful projects in large and diverse organizations.

Our CA Support global network of people, systems and services delivers unparalleled technical and customer support devoted to keeping your CA solutions operating at peak performance. We also offer all levels of training around industry best practices and specific solutions, as well as certification through CA Education. Our Unified Learning Approach helps you assess your training needs and develop a plan to address those needs to gain the most from your software investments.

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#### NEXT STEPS

If you are experiencing the information governance challenges outlined in this brief and would like to implement a solution with the capabilities and benefits described, contact us to learn more about implementing CA Information Governance in your organization.

CA Information Governance can help you achieve these objectives and more:

- Reduce risk by performing proactive risk management for continuous compliance while preparing your organization for reactive processes such as audit and discovery
- Control information overload so you can find the right information when you need it to make critical business decisions
- Manage risk to protect your organization from the threat of unauthorized access, loss or destruction
- Move to a centralized management console to ensure policies are applied consistently across all content silos
- Save more time and money for a greater competitive edge
- Enforce new rules enterprise-wide to increase the level of service to external clients
- Empower your IT department and improve service to internal customers
- Facilitate the proactive reduction of risk, improved information governance and increased preparedness for discovery while lowering costs, improving returns and promoting business agility

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For more information on how CA can help you increase effectiveness and efficiency in your organization visit [ca.com/solutions](https://ca.com/solutions).

CA, one of the world's largest information technology (IT) management software companies, unifies and simplifies complex IT management across the enterprise for greater business results. With our Enterprise IT Management vision, solutions and expertise, we help customers effectively govern, manage and secure IT.



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