

Notes




... and All the Rest
**Managing Wikis, Blogs,
Instant Messages, etc., etc., etc.**

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- **Wikis**
 - Hawaiian word for 'quick.' 1995
 - Many-to-Many
 - Intranet/Knowledge Management
 - Editable; Revision History
 - Engine on Web Server
 - Content in File System
 - Change in Relational DB

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... the Rest

- **Wiki Core Features**
 - Name in the Hyperlink
 - Created/Edited at Anytime
 - Editable by Web Browser
 - History/Versioning Tracking
 - Changes Monitored [Active/Passive]
 - Changes Easily Removed

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- **Blogs - 1994**
 - Web Log – 1997 [Blog -1999]
 - One-to-Many
 - Reverse Chronology
 - Comments Possible
 - 100,000,000+ [Dec 2007]
 - 200,000,000 former bloggers

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- **Types of Blogs**
 - VLog – only videos
 - Artlog – publish/share art
 - Blawgs – legal issues
 - SPlog – distribute SPAM
- **Tracking Blogs**
 - BlogScope

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- **Instant Messaging/Chat**
 - One-to-One/Many-to-Many
 - ICQ - 1996; AOL IM -1997
 - Proprietary Protocols at First, then
 - Jabber [2000]: Open Source Gateway
 - SIP/SIMPLE [2005]: AOL, MSN, Yahoo!
 - VoIP, Video/Web Conferencing added

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- **Enterprise Instant Messaging**
 - IBM Lotus Sametime - 1998
 - Microsoft Office Communications Server
 - Jabber XCP
 - Financial = Pivot, Reuters, Bloomberg
- **350,000,000 Corporate Users**

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.. the Rest

- **...the Rest of the Rest**
 - Yahoo! & Google Groups
 - Forums
 - Internet Relay Chat [IRC]
 - Text Messaging [SMS]
 - Facebook, MySpace, Second Life, LinkedIn

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... the Risks

- **Keeping Up**
 - Technologies Develop Quickly
 - Informal Adoption by 'Techies'
 - Outside IT Realm
 - RIM Principles Ignored

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... the Risks

- **Capture/Control of Content**
 - Exposure to Interception
 - External Software Apps
 - Ownership
 - Privacy
 - Copyright Violations
 - Abbreviations

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... the Risks

- **Capture/Control of Content**
 - Multiple Threads per Session
 - Little or No Structure to Content
 - Non-Relevant/Problematic Material
 - Identification of Authors

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... the Risks

- **eDiscovery/Audit**
 - FRCP [ESI] – SEC – SOX 802
 - Knowledge of Existence
 - Completeness
 - Process to Capture
 - Format for Delivery

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- **Retention**
 - Location – Internal/External
 - Format – Native/Converted [PDF]
 - Dates – When Transacted
 - External – How Long? Required?

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... the Procedures

- **Digital Communications Policy**
 - Applicable to ALL
 - Digital Communications and Content
 - Personnel [Internal/External]
 - Ownership of Information
 - Internal/External Access/Use
 - Privacy Expectations/Monitoring
 - Legal/Regulatory Requirements
 - Records Management Issues/Procedures

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- **Classification Structure**
 - Functional Structure/Taxonomy
 - Linked to Business Processes
 - Network/EDMS/ERMS Structure and/or Tools
- **Retention Linkage**
 - Defined on Retention Schedule
 - Digital Retention Format
 - Responsibilities for Capture/Maintenance

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- **Preservation of Logs**
 - Audit Trail
 - Establishment of Transaction Dates
 - Identification of Authors/Users
 - Validation of Information Integrity
 - Monitor for Abuse

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- **Training – All Staff**
 - Policy Parameters
 - Legal Implications
 - Good Business Writing
 - Classification & Retention

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- **... all the Rest**
 - Internal Application Preferred
 - Work Within Firewall
 - Restrict to Appropriate Users
 - If External Application
 - Check security and privacy policies
 - Establish external retention period

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- **Wikis**
 - Single Subject
 - Regular Cut-Off [Phase/Date]
 - Identified Comments [No 'Anonymous']
 - Retain Text & Change History

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- **Blogs**
 - Focused Content
 - Retain Content and Comments
 - Restrict Proprietary and Confidential Information
 - Monitor/Beware of Defamation
 - Distinguish Corporate vs Personal

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- **Instant Messaging**
 - Encryption
 - Recognizable User Names
 - Restrict Proprietary, Sensitive & Confidential Information
 - Corporate vs Personal 'Buddies'

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- **Instant Messaging**
 - Restrict Usage to:
 - Quick Questions & Clarifications
 - Coordinating & Scheduling Tasks
 - **Do Not Allow Business Decisions by Instant Messaging**

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- **... the Rest of the Rest**
 - Controlled Usage
 - Integral RIM Practices
 - Usable Retention Format
 - External Documentation of Business Decisions

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- **Research & Awareness**
 - Know Your 'Techies'
 - Subscribe to ET Alerts
 - Review New Technologies
 - Investigate Security, Privacy, and Retention Capabilities

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