HP Information Lifecycle Management (ILM) Solutions and Partners Session ID: 3828

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HP

Today's Agenda

- Information archiving challenges

- What is an ILM Solution

- What should you do to evaluate ILM solution alternatives

- Typical ILM solutions

- Summary & Questions

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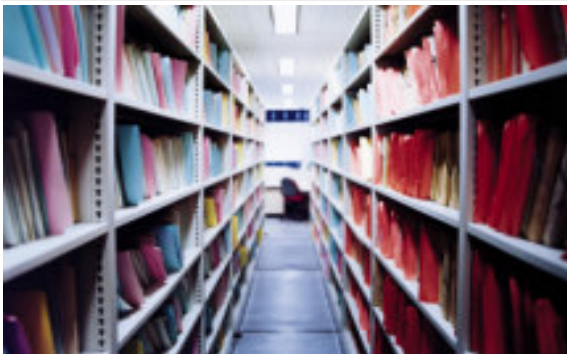- Typical ILM solutions

- Summary & Questions

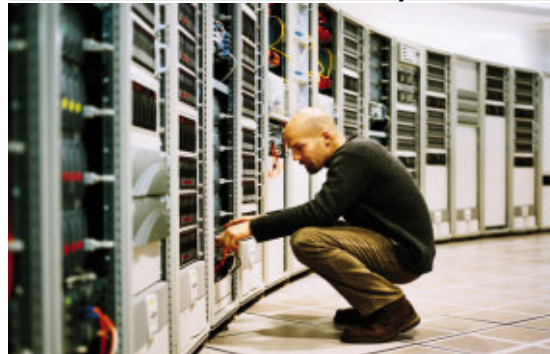# ILM addresses the three major information management challenges

Retention Management

- Corporate and government regulations require retention policies

- Companies placed under subpoena to produce email and documents in legal actions taken against the company

Data Management

- Information growth continues at an accelerated rate

- Need to significantly reduce management costs while maintaining service-levels

- Increase performance on file servers
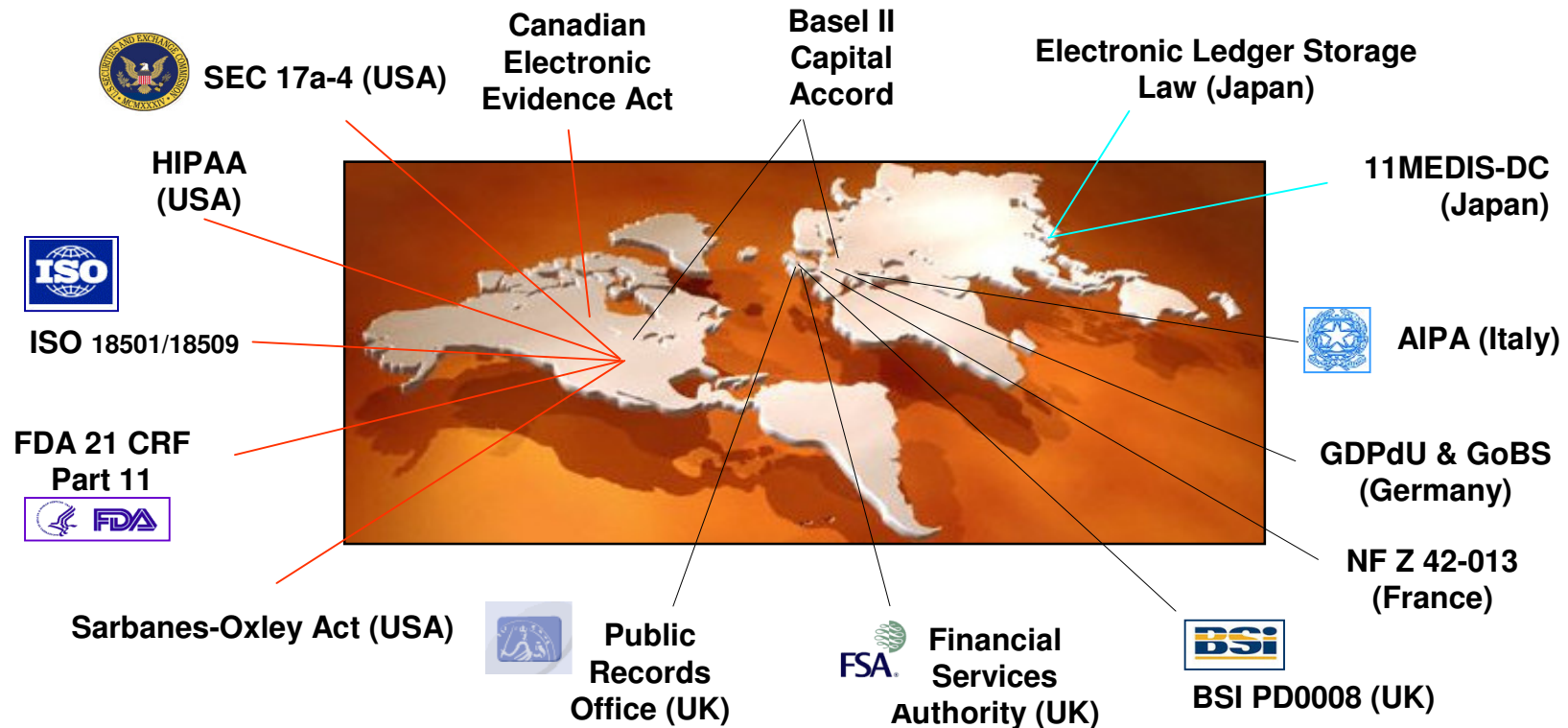
- Reduce back up time

Reference Information Management

- Reference information (static content) is underutilized and the ability to tap into it has potential business value

- When you need it, reference information is of great value

Regulatory Compliance

SEC 17a-4 (USA)

Canadian Electronic Evidence Act

Basel II Capital Accord

Electronic Ledger Storage Law (Japan)

HIPAA (USA)

11MEDIS-DC (Japan)

ISO 18501/18509

AIPA (Italy)

FDA 21 CRF Part 11

GDPdU & GoBS (Germany)

Sarbanes-Oxley Act (USA)

NF Z 42-013 (France)

Public Records Office (UK)

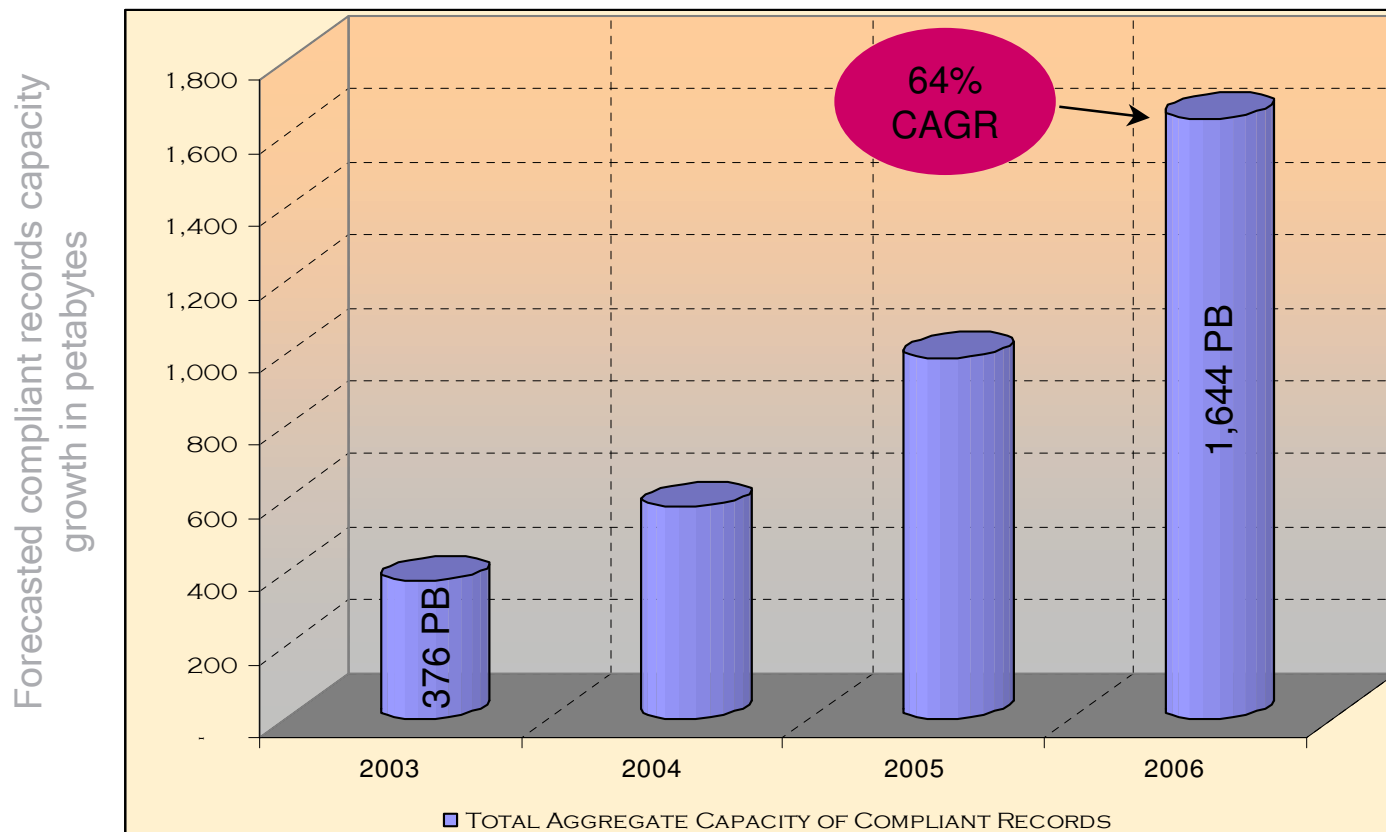Financial Services Authority (UK)

BSI PD0008 (UK)

Key Trends:
- Proliferation of regulations
- Recognition of electronic documents as evidence
- Courts requiring discovery of evidence e.g. emails

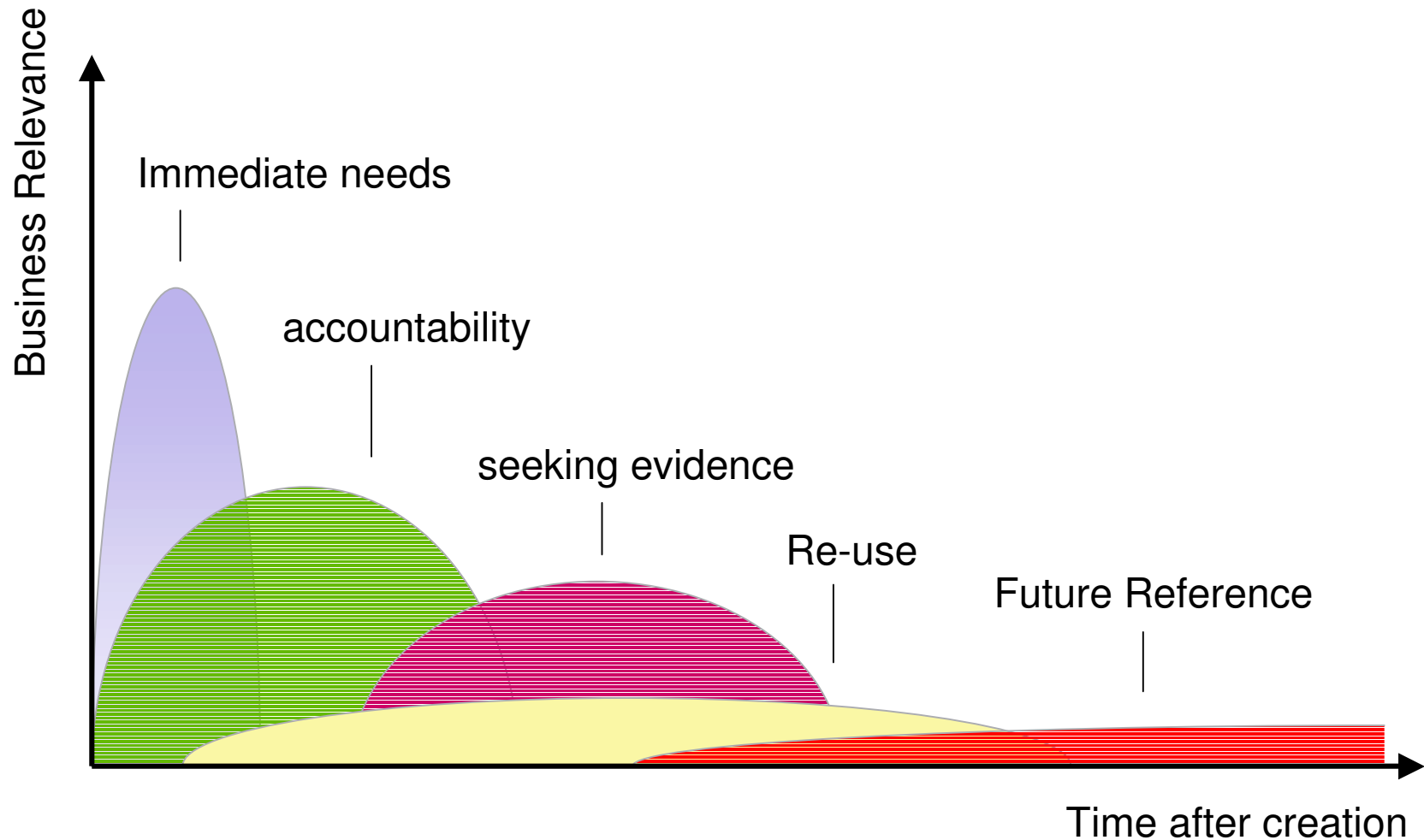# ILM Information Growth

Capacity of compliant records

Petabyte = 1,000,000,000,000,000 bytes or 10^{15} bytes

Source: Enterprise Storage Group, May 2003

Data usage changes over time
... but its value actually increases with time

Business Relevance

Immediate needs

accountability

seeking evidence

Re-use

Future Reference

Time after creation

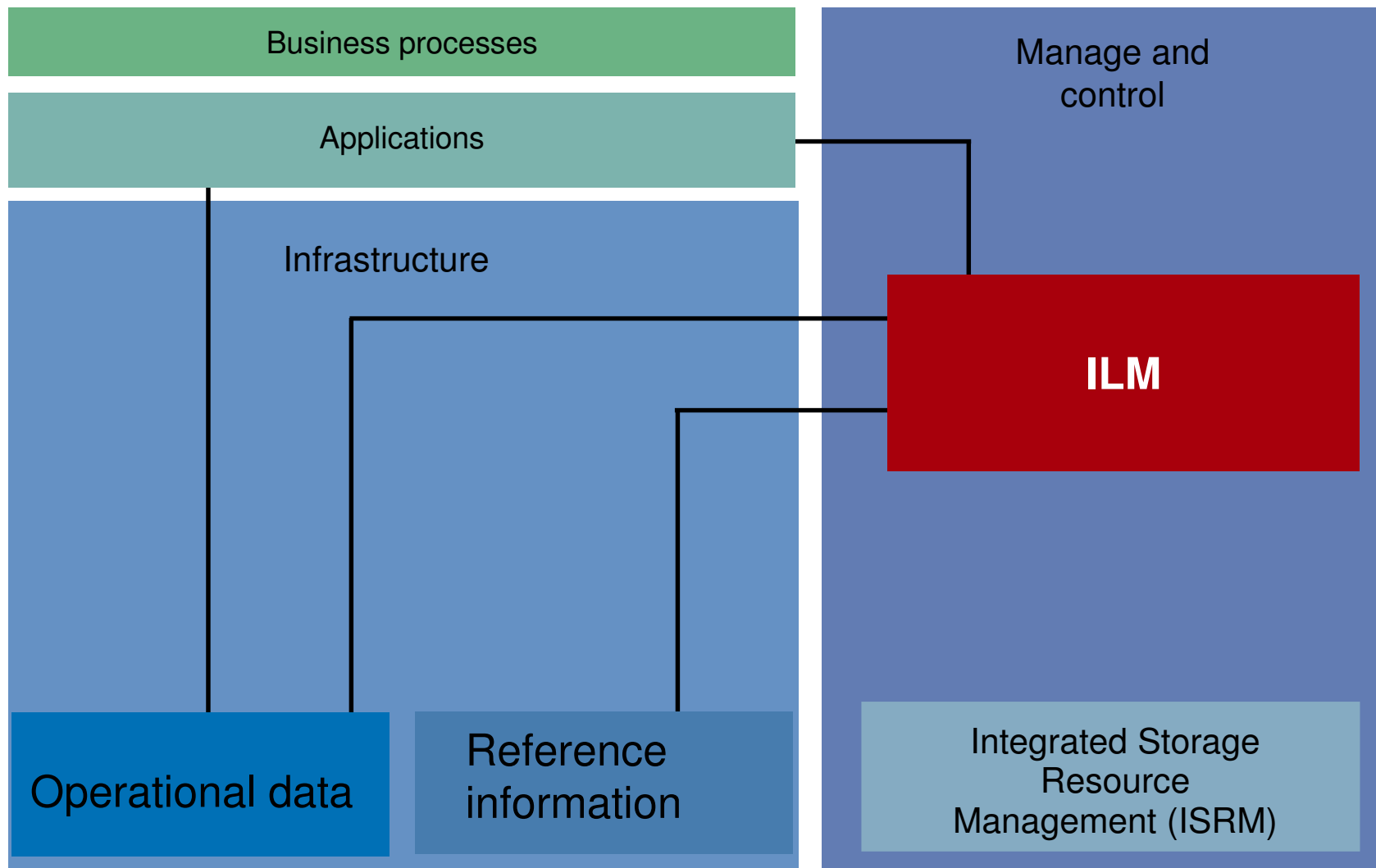Source: Jan Möller, Ministry of Transport, NL

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What is an ILM Solution

- Combination of Hardware, Software and Services which can aid in managing your organization's information from its creation, its operational use, its archiving and its destruction.

ILM Architecture – Top Level

Business processes

Applications

Infrastructure

Operational data

Reference information

Manage and control

ILM

Integrated Storage Resource Management (ISRM)

Data usage changes over time
... but it's still the most constant item in the environment

Notes	Outlook 2000	Outlook XP	Outlook "Next"

Applications — Dynamic

Data — Most constant

Storage Media — Dynamic

DAT	DDS	DLT	LTO

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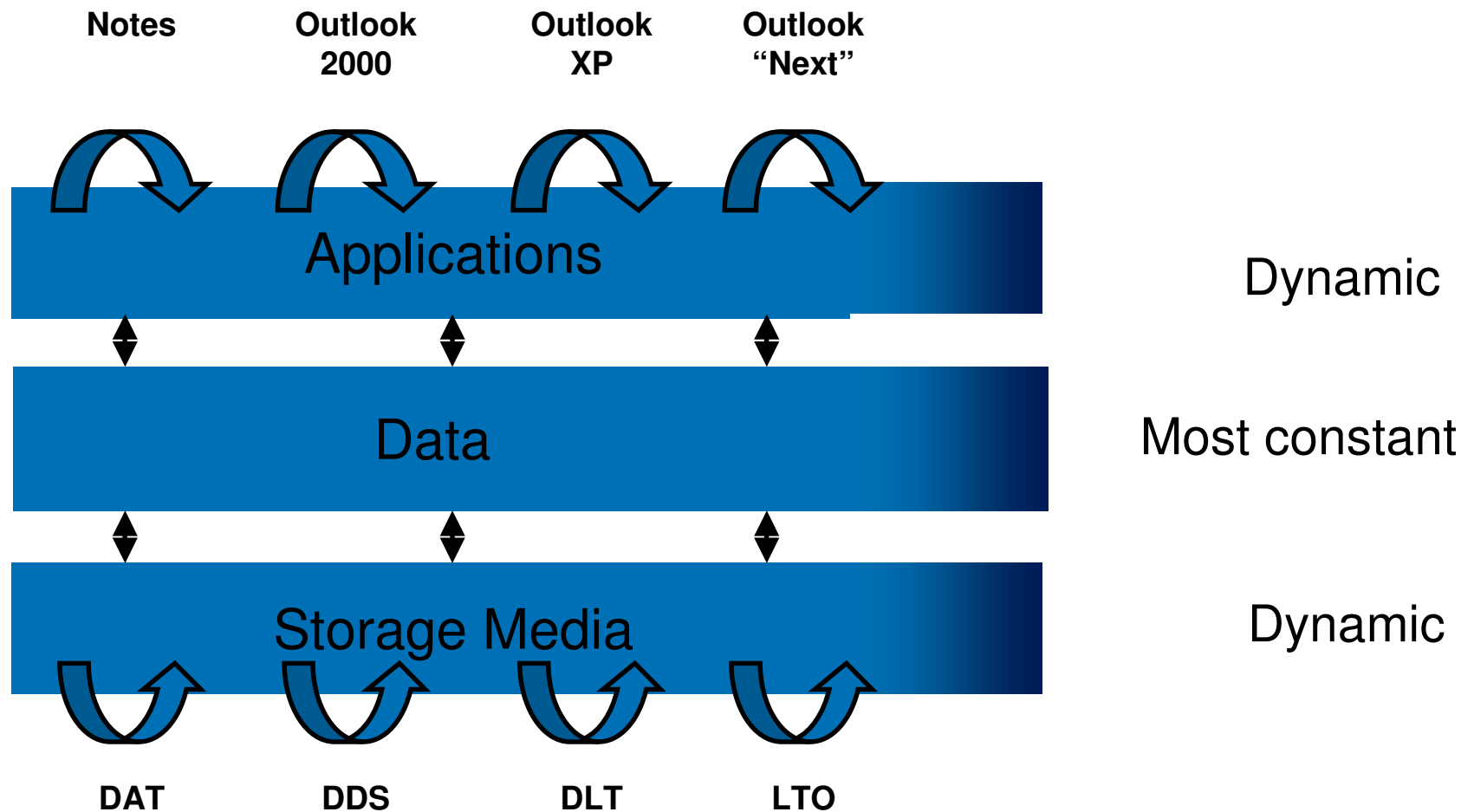
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What makes a good ILM solution?

- Planning, planning and more planning

- Understanding your organizations defacto information management policy

- Establishing an information management policy for your organization across the relevant departments
  - Understanding the regulations and their timing
  - Understanding the technologies and solutions available.
  - Understand the solutions being used by organizations today and their advantages and disadvantages
  - Understand the amount of information and its growth

- Select a solution which is flexible and expandable
  - Your needs will change and grow

Types of Information to Mange

- Structured
  - Database
  - CRM
  - ERP

- Unstructured
  - Office Documents
  - Medical Images
  - Videos

- Semi-Structured
  - Email

ILM Technologies to Understand

- Hierarchy of Storage Arrays
  - SATA/FATA

- UDO

- WORM

- D2D2T

- Object Storage/Content Aware Storage

- Storage Grid

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Typical ILM Solutions

- Email/Messaging

- Database Archiving

- CRM Archiving

- ERP Archiving

- Enterprise Document Management

- Healthcare Medical Imaging and Patient Records

- Video Archives

- Generic HSM/Archiving

ILM for Messaging

- Several alternatives
  - Archive to tape for where regulations are less stringent and retrieval speed is not critical
  - Archive to Optical where regulations require WORM and demand is for smaller system
  - Implement full Email archiving solution with archiving to Disk for larger systems and regulation require fast search and retrieval of indexed messages

Email Archiving

- Need
  - compatibility with Exchange or Lotus Notes
  - Must meet regulations
    - Must meet "worm" spec
    - Must meet Supervisory specs
    - Must meet retrieval specs
  - Optional need for site replication

- Solutions
  - Archiving engine with fingerprinting, supervisory features, de-duplication and indexing
  - Software Solutions: RISS, KVS, CommVault

- Benefits
  - Solution can also be used as backup of exchange if recovery features are included in solution.
  - Additional benefit of making email operational store more efficient by tombstoning older messages to archive
  - Policy checking with Orchestria

Enterprise Content Management

- ## Need
  - Needs to work with existing office applications
  - Policies and procedures need to be established and documented

- ## Solutions
  - Two types of repositories: Intra organization or larger web based viewing.
  - HP Software Partner examples:
    - Vignette
    - Documentum
    - Microsoft

- ## Benefits
  - Applications are usually a framework structure like Documentum eroom or Microsoft Share Point
  - As with much of the ILM solutions, compliance is a major benefit
    - Sarbanes Oxley
    - FDA for Pharma and Healthcare,
    - Gov DOD or Civilian agency retention regulations.

DB and/or ERP/CRM archiving

- ## Need
  - Must work with underlying e.g. DB; Oracle, Informix, SQL and/or
  - Applications; e.g. PeopleSoft, Clarify, SAP, Siebel
  - Seamlessly integrate with application tools and management structure.
  - Automated rules to archive

- ## Solutions
  - HP Partner solution:
    - Princeton Softech

- ## Benefits
  - Optimize operational store and increase resolution of recovery to the record.
  - Can also provide DB for development and data mining without an additional copy of the operational store.

HSM/Archiving

- ## Need
  - Need to offload primary storage for management efficiency and cost

- ## Solutions
  - Solution can take the cached data and push it to an archive(s) for future retrieval. This archive can be on tape or MO depending on solution and need.
  - HP Software Partners include:
    - Grau
    - QStar
    - Pegasus
    - Legato DX/EX

- ## Benefits
  - Rules based archiving with efficient retrieval.
  - Adding Disk as archive could be useful for some environments.

Healthcare Medical Imaging Archiving

- ## Need
  - Provide a PACS solution to integrate images into one storage archive
  - Typically tied to imaging equipment manufactures; GE Med, AGFA, Philips, Siemens, FUJI Med, etc.

- ## Solutions
  - DICOM compliant image management from an operational store (typically SAN - ~10TB) on site, which can be accessed by hospital network.
  - HP Partners:
    - Bycast – product
    - InSiteOne – hosted service

- ## Benefits
  - Consolidated records for patient and hospital can save significant costs
  - Increased security and availability
  - Minimized errors on recovery.

Digital Media Archiving

- ## Customer Need
  - As video archives grow, there is a growing need for a easy and effective way to manage the video archives

- ## Solutions
  - HP Software Partner:
    - ADIC

- ## Benefits
  - Clustered access to videos across servers and storage arrays.

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Summary

- Solutions are only as good as the planning behind them

- The ILM solutions will need to be flexible and expandable as organizations grow and change

- Technologies will continually change, use solutions which account for this

- Know where your regulations are going

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"This is a standard quote slide. Type your quote inside the quotation marks."

Jordan Doe
CIO, ABC Company