



Concept Searching News

Focus on...Compliance & Discovery

November 2008

As we talk to our partners and clients, the need to comply with government regulations regarding the protection of data from unauthorized access, use, and disclosure is challenging as well as costly. The public sector, healthcare, financial, educational institutions as well as private businesses routinely collect confidential information in the course of doing business. This information may contain privacy information regarding employees, customers, products, research, and financial information. Although many organization's have comprehensive processes to protect data, data breaches and the associated costs are on the rise and can lead to loss of business, litigation and both criminal and civil penalties.

To address these issues we are pleased to announce the availability of a suite of **compliance** technologies that identify organizational unique privacy information regardless of where the data resides. Once identified this content can be automatically routed to a secure location for proper administration and disposition. Our new offerings include **PIIdiscovery** to identify Personally Identifiable Information, **PHIdiscovery** to identify Protected Health Information, and **FOIA discovery** (Freedom of Information Act) to identify relevant and all inclusive information to improve the processing of FOIA requests.

Fully integrated with SharePoint and the Microsoft Office client, Concept Searching is one of the few must review technologies for any organization deploying or using SharePoint. We are uniquely able to provide automatic classification from disparate content stores for immediate visibility of privacy exposures.

Regardless of your industry, we invite you to explore these new solutions and the benefits they deliver.

If you would like to find out more about our Quick Start offerings available for all the solutions or to discuss your specific requirements please **contact me here**.

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Client Web Cast

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Introducing PII discovery and PHIdiscovery



Effectively managing privacy data is a critical initiative in many organizations. A data breach or exposure can lead to severe repercussions both financially and legally. With new government oversight such as the Red Flag Rules from the Federal Trade Commission to the existing Health Insurance Portability and Accountability Act (HIPAA), the Gramm-Leach-Bliley Act (GLBA), the Sarbanes-Oxley Act (SOX), the Privacy Act, the Occupational Safety and Health Act (OSH Act), and the Payment Card Industry Standards, organizations are facing increasing pressure to ensure compliance and protection of data.

PII discovery and **PHI discovery** are based on Concept Searching's innovative technologies and can be configured to identify data exposures when content is ingested or created. With the ability to identify PII or PHI from diverse repositories, including scanned documents, and automatically classify that content, organizations can proactively identify potential vulnerabilities and exposures that the organization was completely unaware of.

The Costs

The costs associated with a data breach or exposure is rising rapidly. In addition to the potential damage to individuals, the negative impact to the organization includes lost business, customer impact, damaging media, as well as the associated costs to rectify the situation. What could it cost your organization?

- The average cost of a data breach is \$6.3 million and ranges from \$225K to \$35 million - [read more about how to protect your privacy data](#)
- The average cost per exposed records is \$197 and ranged from \$90 - \$305 per record
- Only 35% of all breaches involved the loss or theft of a computer or device
- Overall 70% of breaches were due to a mistake or malicious intent by an organization's own staff
- Between 2003 and 2007 there were over 38,000 HIPAA complaints filed and civil causes of action are expected to rise - [read more about solving compliance issues in healthcare organizations](#)
- 65% of citizens expressed little confidence that government can be trusted to maintain and protect records about them appropriately - [read more about ensuring data protection in State and Local Government](#)
- The number of security breaches at colleges and universities increase over 67% since 2006 and nearly 1/3 of all data breach incidents occur in the Education Sector

Microsoft Links

[Microsoft Office Solutions Directory](#)

[Microsoft Enterprise Search Partner](#)

[Microsoft Enterprise Search Blog - July 7th](#)

[Microsoft Enterprise Search Blog - September 2nd](#)

[Microsoft - Concept Searching Case Study](#)

[Mark Harrison Blog - November 12th](#)

Compliance Partners



Allin Corporation

www.allin.com

Since 1996, Allin has solved problems for businesses throughout the country employing Microsoft technology with integrated business units and practices. Allin Corporation is a leading Microsoft Gold Certified Information Technology Consulting firm. Allin delivers its services through four practice areas: Technology Infrastructure, Collaborative Solutions, Interactive Media and Business Process. Allin leverages its experience in these areas to work with clients through a disciplined project delivery framework to ensure that solutions are delivered on time and on budget.

Ascentium

www.ascentium.com

Ascentium is an interactive marketing and technology consultancy that delivers award-winning experiences, products, and information-driven business

- In the Education Sector alone more than 12.4 million records have been compromised - [read more about protecting privacy data in the Education Sector](#)

The Challenges

Although every industry and even every organization faces their own challenges regarding the protection of privacy data, the dilemma is very much consistent. The rules of conduct for collecting, maintaining, distributing and disposing of personal information whether that information be financial, credit, medical, or government identification poses difficulties to not only responsibly maintain privacy data but to ensure that it does not reside in unsecured repositories. Typically the challenges include:

- Lack of tools to identify all possible privacy data exposures at the time of creation or ingestion
- Lack of end user compliance to segregate content from the network and ensure that privacy data is not available for general access and protected accordingly
- Inability to identify privacy data from diverse repositories
- No standard process that addresses all aspects of data privacy
- Inability to automatically identify exposure risks in real time
- Inability to ensure protected data assets are subject to portability and security controls
- Appliances such as a firewall and rigorous authentication do not adequately address the issues when data is distributed across multiple repositories

The Solution

The real challenge in protecting privacy data is the ability to proactively identify unknown potential exposures. The innovative technology identifies content through semantic metadata generation and automatic classification to the organizational defined 'discovery' taxonomy. The privacy content can be defined to include specific requirements such as social security numbers, credit card numbers, date of birth, bank account numbers, driver's licenses, or any unique organizational descriptor.

Using our compound term processing technology all content is automatically tagged with single and multi-word terms, and automatically classified when content is either created or ingested. Within the 'discovery' taxonomy each category is identified by a unique descriptor and is associated with key descriptive words and/or phrases held in the database. This approach enables a rapid implementation of the 'discovery' taxonomy with all documents classified to multiple nodes at index time. Privacy data can be identified from diverse repositories including:

- eMail Servers
- Fax Servers
- Corporate Servers & PC's
- Web sites
- Microsoft Office applications
- Scanned forms and documents

Once identified, content can be reviewed for appropriate action or alternatively automatically routed to a Records Management solution for appropriate disposition.

solutions. From strategic marketing initiatives to full back-office implementations, we connect you with inspired, effective ideas, and then bring them to life-always keeping sight of what tangible business results look like for you and your organization.

BT Global Services

www.ins.com

BT in the U.S. and Canada provides solutions that help enterprises effectively use technology to drive business growth. The expertise of more than 4,000 employees enables them to help customers globalize their businesses in innovative and sustainable ways. Through strategic development, strong partnerships and a diverse collection of best practices and methodologies, BT has emerged as a leader in networked IT services providing professional services and consultancy, managed services and full outsourcing for business and IT transformation.

Catapult Systems

www.catapultsystems.com

Catapult Systems is a Microsoft technology consulting company that provides application development, enterprise solutions and infrastructure services. Their experienced teams use a proven approach and a personal relationship style to deliver the right solutions for their clients. They are a Microsoft National Systems Integrator (NSI), and have been building business-critical systems and helping their clients maximize their investment in Microsoft technology since 1993.

Gimmel Group

www.gimmel.com

Gimmel Group is a leading professional service firm offering a focused range of information technology services. They help the worlds leading companies improve business

The Benefits

The PII and PHI discovery suite of tools provides organizations with the ability to continually and consistently identify unknown privacy data exposures automatically. Based on organizational procedures the content is segregated from public access for appropriate management and disposition. Benefits to the organization include:

- Automatic identification mitigates risk associated with an exposure or breach
- Improves compliance and governance through standardization of processes
- Reduces organizational costs and effort in protecting and identifying PII/PHI
- Reduces costs and risk exposure through automatic identification from disparate content repositories
- Eliminates risk associated with end user noncompliance issues
- Reduces the portability and transmissibility of protected data assets
- Identifies sources of exposures enabling the organization to address and correct the problem before a breach occurs
- Identifies PII/PHI exposures that may not have been found

Introducing FOIA discovery



The US government currently creates thousands of classified documents, in fact over 20 million classification decisions were made in 2006. In addition, there are currently classified documents that will become declassified according to the law which allows release after a pre-determined time period. The present process for classifying documents is both time consuming and labor intensive. Document review and searching through the document to identify material called out in the classification guidelines is arduous and sometimes complex.

Concept Searching's innovative **FOIA discovery** helps government entities find the information they need quickly and cost effectively. We are the only statistical metadata generation and automatic classification software company in the world that delivers concept extraction and the automatic generation of compound term metadata, significantly improving access to unstructured information. Providing tools for search, automatic metadata generation, automatic classification, and taxonomy management, government agencies who are seeking to reduce costs and facilitate the management and access to unstructured content can now achieve quantifiable improvements.

performance and compliance through the effective planning, implementation and integration of: Enterprise Content & Records Management, Geographic Information Systems, Web Design & User Experience.

Hitachi Consulting

www.hitachiconsulting.com

Hitachi Consulting is the global business and IT consulting company of Hitachi Ltd., and a recognized leader with deep industry, business, and technology experience. From business strategy development through application deployment, Hitachi Consulting is committed to helping clients quickly realize measurable business value and achieve sustainable ROI.

InfoReliance

www.inforeliance.com

InfoReliance Corporation is an Information Technology (IT) firm that builds, deploys and manages custom, Web-based software solutions that transform the business operations of federal government agencies. Known for delivering large-scale, highly complex software applications for defense and civilian organizations. Founded in 2002, they are headquartered in Fairfax, VA.

Pariveda Solutions

www.parivedasolutions.com

Pariveda Solutions is in the Business of IT®. They empower Information Technology organizations to function more like services companies inside their corporate enterprises. From the way they define their internal strategy, to the way they deploy their resources and provide value to the business, our proven methodology drives costs out of IT while improving internal service quality and responsiveness. This organizational transformation is necessary and foundational for any IT enterprise engaging in

The Challenges

The challenge of managing, finding and purposing content efficiently costs the government time and money. These inefficiencies result in increased time spent on finding and accessing relevant information, inability to respond to stakeholder requests in a timely manner, and may jeopardize government compliance. Some of the issues include:

- Large backlogs of FOIA requests
- Information retrieval in document management systems, file, and e-mail servers at the local level limits the quality of content in FOIA response
- Open items (over 20 days) increase the average cost to process a request
- Inability to timely satisfy citizen and stakeholder requirements places additional burdens on agency staff to meet the ever increasing information access requests of diverse constituents
- Responding to Freedom of Information requests in a timely fashion and ensuring government compliance is laborious and costly.
- The classification and declassification process is often inefficient and requires considerable human resources and escalating costs to manage the process.
- As more and more content is created and published the agency faces increasing costs to manage and integrate content so it is available within the entity or potentially across entities and external content stores.

The Solution

Concept Searching's toolset is the most functional and feature rich framework to deploy a sophisticated and comprehensive metadata, classification and taxonomy solution spanning the desktop to the enterprise. Compound term metadata can be generated from diverse repositories and classified to the agency's taxonomy. The taxonomy tool is easily maintained and modified by Subject Matter Experts (SME's). Once classified, when FOIA requests are being processed robust search features deliver the ability to identify concepts as well as keywords from within documents regardless of where it is stored to facilitate the FOIA process and expedite the resolution to the request. Features include:

- Ability to identify, automatically classify and group content based on concepts eliminates the need to manually tag content based on subjective criteria and eliminates inconsistent tagging and different publishing conventions
- Removes the burden of finding information from diverse internal and external information repositories, government knowledge workers now have a global view of all content regardless of where it is stored
- Knowledge workers can effectively query, use and re-use agency wide content improving the speed and efficiency of operations
- As content is ingested it can be automatically classified to the agency's taxonomy
- Easy to deploy with rapid ROI - toolset has been proven to reduce taxonomy development time by up to 80%

the Business of IT®. They are headquartered in Dallas, Texas.

Planet Technologies

www.go-planet.com

Planet Technologies is recognized world-wide as a leader in the integration and customization of Microsoft technologies, architecture, security, and management consulting. Planet Technologies offers international IT services and business consulting with expertise in the integration and customization of Microsoft technologies and data center solutions for the Public Sector, Service Providers and enterprise clients.

SI International

www.si-intl.com

SI International is a provider of information technology and network solutions (IT) primarily to the Federal government. They deliver a full spectrum of state-of-the-practice systems and services with a strategic focus on the Federal government's most urgent initiatives. SI International is ranked as the 44th largest Federal Prime IT Contractor by Washington Technology and has approximately 4,500 employees. They are headquartered in Reston, VA.

Product News



Enhancements to the Concept Searching software are now available!

- A mail interface for any POP3/IMAP email server including Microsoft Exchange and

The Benefits

The ability to drive real value from Concept Searching's technologies helps government agencies become more agile, and assists agencies in reducing costs, reducing manpower, and increasing productivity in the processing of FOIA requests. Some of the benefits include:

- Facilitates re-classification of documents and de-classification of documents, reducing costs and increasing productivity
- Reduces time and costs to fulfill Freedom of Information requests
- Reduces the time and costs spent on legal and discovery requests
- Reduces backlog of FOIA requests
- Increases speed and accuracy in processing FOIA requests
- Ability to better satisfy citizen and stakeholder requests reducing the internal costs to satisfy diverse constituents
- Significantly improves search through the ability to identify concepts within content regardless of where the content resides
- Fully integrated with Microsoft Office Applications for automatic content classification eliminating manual tagging of content and improves governance at the desktop

[Read more about FOIA discovery](#)



Lotus notes is now available.

- A Domino.Doc interface for Lotus Domino Document Manager
- New auditing features in Taxonomy Manager that tracks all changes and provides a rollback facility to undo unapproved changes has been added to the product.

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