17.1 Content Federation Services for Content Manager OnDemand and IBM Enterprise Records overview

IBM FileNet Content Federation Services enables organizations to access content from numerous heterogeneous repositories anywhere in the enterprise and federate this information to provide a single enterprise source for critical business content. Content Federation Services for Content Manager OnDemand enables enterprises to perform federation, search, retrieve, and records management functions across Content Manager OnDemand repositories.

IBM Enterprise Records positions your business to provide legally compliant records that meet government regulations at the time of inquiry that follow your corporate record policy file plan.

Content Manager OnDemand handles a high volume of document ingestion to the system, typically of a static nature, such as credit card or bank statements. Each document ingestion might contain thousands of individual documents or pages. Content Manager OnDemand offers a retention feature so that you can set the document retention for a fixed period at the document ingestion time, for example, an investment company that applies a simple retention policy of eight years to all of their customer statements.

Content Manager OnDemand does not apply an event-based retention policy that is based on, for example, the date that the customer closed an account. In this scenario, the clock does not begin the eight-year period until the customer closes the account. By enabling records federation services by using Content Federation Services for Content Manager OnDemand, you can manage Content Manager OnDemand content in a manner that is consistent with your organization's records retention policies.

When Content Manager OnDemand content is federated and declared as a record in Enterprise Records, Content Manager OnDemand content can be tied to dynamic retention policies, such as account closure, policy termination, contract execution, or any other event. In these circumstances, records federation services can allow your organization to retain content for a certain amount of time, starting on the date of the event. Companies must design their policies carefully to manage a large collection of data correctly when the company deals with various regulatory policies and litigation.

When it is time to expire data, with federated and declared content by using Content Federation Services for Content Manager OnDemand, Content Manager OnDemand can delete the original load (which contained multiple documents) and at the same time reingest those documents that must be retained.

When you use Enhanced Retention Management, you enable the holding documents immediately and prevent expiration. Although this feature is powerful, it does not position your business to make a Content Manager OnDemand captured report or document a compliant record to meet government regulations. You must enable the feature that meets your business requirements:

► Use Enhanced Retention Management in Content Manager OnDemand to hold documents and prevent expiration.

► Use Enterprise Records to make documents into compliant records and to enable them for event-based expiration.

A situation might exist where both features are enabled because of many different line-of-business requirements.