

ICANN Chief To Step Down

Rod Beckstrom, the head of the Internet Corporation for Assigned Names and Numbers, says he plans to step down next July after his three-year term expires. While at ICANN, Beckstrom has overseen a plan to expand the number of top-level domains and to allow users to render addresses in non-Latin alphabets. Under Beckstrom, ICANN also introduced DNSSEC, a more secure domain name system. Before taking the post at ICANN, Beckstrom was the director of the Department of Homeland Security's National Cybersecurity Center. ICANN hasn't announced a search for his successor.

Dell Posts Mixed Results

Dell saw a surge in profits during its second fiscal quarter, but the company lowered its earnings outlook in part because of weak demand. Quarterly earnings were \$890 million, an increase of 63% from the same quarter last year; however, quarterly revenue was \$15.7 billion, up only 1% from the same quarter last year. Product revenue was \$12.61 billion, down from \$12.65 billion, and services revenue was up 6% to \$3 billion. Dell says that it expects similar revenue in the third quarter, but it may have angered investors by announcing that it expects its full fiscal year revenue in 2012 to grow between 1 and 5%, significantly less than the 5 to 9% growth it had previously predicted.

Ultra-High-Speed Internet Through Gig.U Project

A group of 29 universities is promoting a new high-speed Internet initiative for its campuses and the surrounding communities. Known as the Gig.U project, its goal is a faster connection in areas that don't normally have cutting-edge high-speed Internet, as well as to attract startups to their areas to promote technological growth and entrepreneurship. The average connection speed at universities and colleges across the country is 10Mbps. Some larger schools have achieved 100Mbps, but many schools are looking for something better. Schools participating in the project include Duke University, University of Michigan, University of Washington, and Arizona State University.



Cybercrime Aftermath More Costly

An HP-sponsored survey conducted by Ponemon Institute revealed that the cost of cyber attacks has increased significantly by an average of about \$6 million per year. This shows a 56% increase in the cost of cybercrime from just one year ago. The Second Annual Cost of Cyber Crime Study surveyed 50 U.S. businesses regarding the cost impact of cybercrime at their companies. All companies surveyed reported viruses, worms, or Trojan threats; 96% suffered malware attacks; 82% experienced botnets; and many other types of attacks were reported. Companies averaged 72 different and successful cyber attacks each week. Results show that cybercrime is not only increasing, but becoming more severe and sophisticated.

From Hard Copy To Hard Drive

What To Do With All Those Paper Originals

WHEN EXPERTS ARE ASKED if it's OK to toss paper documents after converting to an electronic management system, one answer seems to be constant: It depends. "There are well over 10,000 different federal regulations that implicate records retention in one way or another, and some might require retention of original documents in whatever form they take," says Dennis Kiker, partner at law firm LeClairRyan. "States often also have independent regulatory requirements. So, the answer will vary depending on the type of company and the jurisdictions in which it does business."

Record Types & Industry Regulations

Retention schedules are based on several factors, including industry, document type, and business function. "Generally, records schedules are structured based on function within the company and then by record type within that function," Kiker says. "For example, within accounting, there are general ledgers, financial statements, etc." Industry-specific regulations such as HIPAA and Sarbanes-Oxley might also affect which retention schedule is appropriate.

Working or process documents outline how internal day-to-day processes function or are draft materials that will one day have a fixed final version. Paperwork that falls into either of

Key Points

- Industry, business function, document type, and jurisdiction all affect paper retention schedules.
- Process and working documents can often be discarded, while paper records such as wills and deeds should usually be retained.
- Good indexing will allow you to quickly access archived records in case of an audit or litigation.

paper records a viable option—Kiker suggests crafting thorough written policies and procedures for the creation, storage, and ongoing management of document images and then locking down those electronic records so they can't be tampered with.

Solid compliance within an electronic management system goes a long way toward determining what will happen to original paper documents. To avoid questions about the integrity of any record within your electronic system, James True, vice president of business development at Cabinet NG (www.cabinetng.com), suggests defining highly specific user rights. "What document does a user have access to?" he asks. "What are they allowed to do with it?"

"Any kind of document that is known or likely to have a strong historical significance should be retained and preserved in a museum-type archive setting."

- Cabinet NG's James True

these categories can often be discarded. "If it's process-based type work that says, 'Hey, these are steps we take to do stuff within our organization,' we might say that if they want to keep a copy of it, they just need the electronic version, not the paper," says Phara E. McLachlan, CEO of consulting firm Animus Solutions.

Is An Electronic Version Equal To Paper?

A paper document's fate may rest on whether its electronic doppelganger is accepted as equivalent during an audit or litigation. "In the vast majority of cases, an electronic image of a paper record is perfectly acceptable," Kiker says. "The key is to ensure that the imaging process is well defined and that appropriate metadata are captured and retained (date of imaging, etc.) so that, if a copy is ever challenged, the company can demonstrate through the data when and how the image was created."

To ensure the integrity of electronic documents—and thus make disposal of

to wills, deeds, and the like that may have a notary's seal or something that demonstrates authenticity."

Archival & Destruction

Several archival options exist for paper documents—the best one will offer the right mix of cost, security, and efficiency. "The archival [method] all depends on the type of information and how long you need to retain it," McLachlan says. For clients that have a lot of paper records and little space, she recommends secure offsite storage. Onsite archival eats up real estate, but is often less expensive and offers quicker access to stored records. Careful indexing is the key to quick retrieval with either method.

Now it's time to deal with the records that don't need to be retained. Documents that aren't confidential can be recycled, while sensitive paperwork needs to be properly destroyed. Third-party destruction services have some advantages: You aren't stuck feeding paper into a shredder for days on end, and many outside shredding companies offer certificates of destruction. "There is a record of the destruction of the document, as opposed to shredding the documents yourself, where there is no record of the destruction," True says. Future litigations or audits may require proof that a document has been destroyed.

Historical Documents

Most organizations have a few documents with historical significance beyond their content. Whether it's a decades-old marketing brochure for your first product or the original draft of your company's business plan scrawled across a restaurant menu, these kinds of items may have lasting value to the company.

True offers an extreme example. "Imagine if we didn't have a hard copy of the Constitution," he says. "Any kind of document that is known or likely to have a strong historical significance should be retained and preserved in a museum-type archive setting. Keep in mind that the vast majority of documents don't fall into that category and are typically not necessary after a certain period of time, but there are those exceptions." If your team encounters a document that might be important for reasons other than the words written on the page, be sure to work with your executive team or records retention group to decide its fate. **P**

Are they only allowed to view it? Print it? Maybe they can make edits to it, or maybe they have delete rights." He also suggests the use of versioning software to track document changes and further ensure your records' integrity.

Remember, though, that situations exist where a paper document may still be required to prove a record's authenticity. "Aside from regulatory requirements, courts accept duplicates of paper documents as originals, with very few exceptions in which the authenticity of the original must be proved," Kiker says. "Generally, that has been applied

Why Go Electronic If I Have To Keep The Paper?

An electronic document management system may not put you in paperless nirvana, but there are still many worthwhile benefits. "Accessibility is the primary advantage to the electronic storage system," says Dennis Kiker, partner at law firm LeClairRyan. "Records can be made searchable—both the text of the record and metadata about the records—so it is much easier to find the records that you need when you need them." He also cites generally lower storage costs for electronic records over paper, as well as the benefit of having electronic access for the purposes of disaster recovery and business continuity.