

HELPING EDUCATION MOVE FORWARD CONFIDENTLY

Extracting Value From Your Data

Prepared For:

Oklahoma Association of Collegiate
Registrars and Admissions Officers

Date: October 8, 2021



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DEDICATED IRON MOUNTAIN TEAM



Jackie Weedon
Senior BDE
State of Oklahoma

Jackie Weedon Senior BDE, State of Oklahoma

- Primary Iron Mountain Contact for Higher Education in Oklahoma.
- Collaborates with you and your wider organization to integrate broader market perspective in your program development.
- Over 25 years of industry experience. Currently Jackie works with enterprise accounts to develop custom solutions pertaining to secure storage & logistics, records and IT asset disposition, intelligent content services, cloud and storage migration, data centers and colocation services.

Paul Fisher Senior BDE, SLED Global Digital Services



Paul Fisher
Senior BDE, Education, State & Local
Global Digital Solutions

- Global Digital Services Specialist for Iron Mountain's Education, State and Local Government clients across 13 states in the Midwest and South.
- AIIM Professional Advisory Council member; current President and 3-time Past President of the AIIM Wisconsin Chapter with 30+ years in the Information Management industry.
- Key initiatives have included large scale digitization and content services deployments for SLED clients to address digitization, process automation and governance for Higher Education and public sector clients.
- Support Jackie Weedon in the State of Oklahoma from an Iron Mountain Digital Services perspective.

ABOUT IRON MOUNTAIN

Iron Mountain is trusted by **225,000 customers worldwide** to store and protect information and assets at **1,400+ facilities** in **53 countries** around the world.

Iron Mountain Government Solutions is the division of Iron Mountain dedicated to providing data and information management solutions to Higher Education, K-12 Educational Institutions and State & Local Government Agencies for more than 70 years.

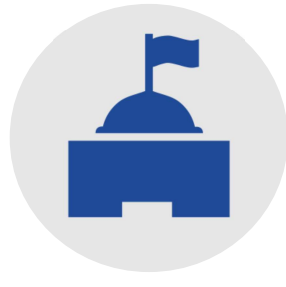


SERVING EDUCATION, STATE & LOCAL GOVERNMENT

Serve as trusted guardian of government and educational assets most important to the citizens in enhancing their daily lives and preserving their heritage



44 STATE GOVERNMENTS



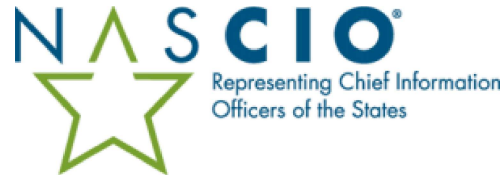
MULTIPLE CITIES, COUNTIES AND SPECIAL DISTRICTS



OVER 600 HIGHER EDUCATION AND K-12 ENTITIES



NATIONAL COOPERATIVES AND STATE TERM CONTRACTS



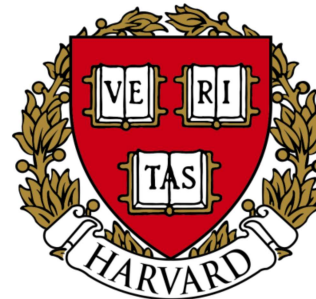
A SAMPLING OF WHO WE SERVE



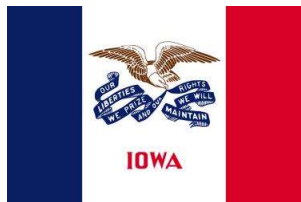
UNIVERSITY OF CALIFORNIA

UNIVERSITY OF ILLINOIS SYSTEM

UNIVERSITY OF Nebraska



Cooperative Agreements, State Contracts & MSAs



INFORMATION SECURITY FOR HIGHER EDUCATION CLIENTS

- Iron Mountain is **FERPA, PII, HIPAA, PCI, SOC 2, Type 2** and **ISO-27001** compliant.
- All associates are covered by strictly enforced non-disclosure agreements
- Iron Mountain Imaging Centers reside within the Iron Mountain secure records facilities, with a secondary level of restricted access to the Imaging Center. All work will reside within the Imaging Center until work is completed.
- Transportation services are highly secured under our Chain of Custody Program. Only dedicated shipments are permitted, with designated Iron Mountain transport vehicles and drivers.
- Throughout the digitization projects, documents, microfiche and microfilm will be within **environmentally controlled conditions, both in transport and within our facilities.**
- All data is **encrypted both at rest and in transit** as a matter of company policy.

IRON MOUNTAIN IN OKLAHOMA

Oklahoma is home to **7 Iron Mountain facilities** that total more than 310,000 square feet in key locations, including **Oklahoma City and Tulsa.** Iron Mountain offers a wide range of services including:

- **Digital Transformation** – includes the scanning and digitization of new information, conversion of pre-existing documents to digital formats, and archiving to maximize ability to store and access information.
- **Information Management** – includes tape vaulting, server and PC backup, disaster recovery support and secure IT asset disposition.
- **Secure Storage** – includes storage of paper records as well as retrieval, transportation and refiling of those records with turnaround speeds of next-day, half-day, or faster as needed.
- **Secure Destruction** – provides compliant, environmentally friendly secure document shredding with options for onsite or offsite services.



HIGHER EDUCATION CHALLENGES IN 2021



**CONSOLIDATION
OPTIMIZATION**



**REMOTE
WORK/LEARNING**



**ACCELERATION OF DIGITAL
TRANSFORMATION**



**CYBERSECURITY - DATA
BREACHES**



**BUDGET &
ENROLLMENT**



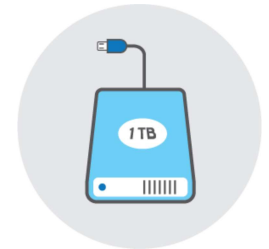
**STAFFING
CHALLENGES**



**CLOUD
SERVICES**

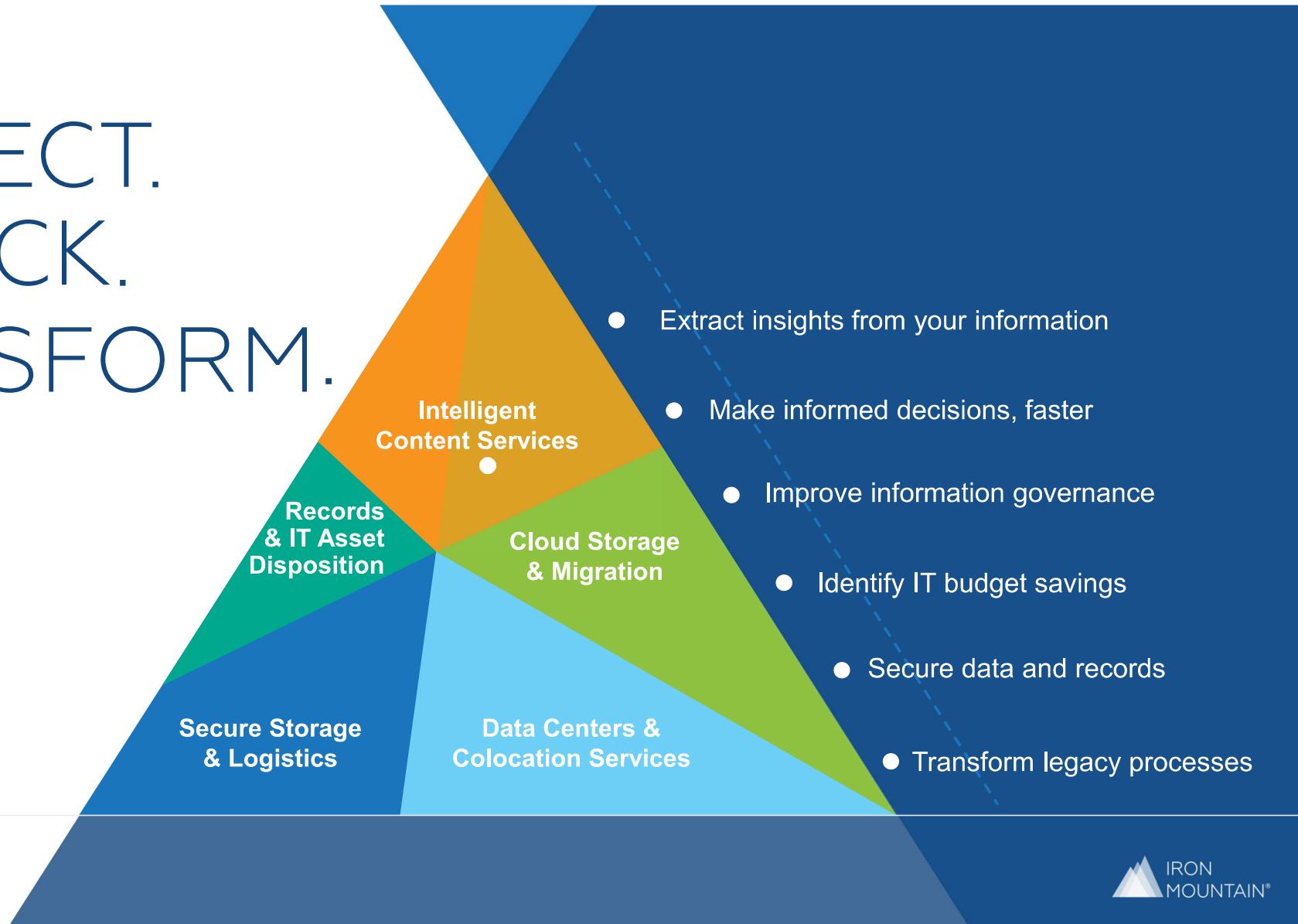


**INCREASED
VOLUMES OF
DATA**



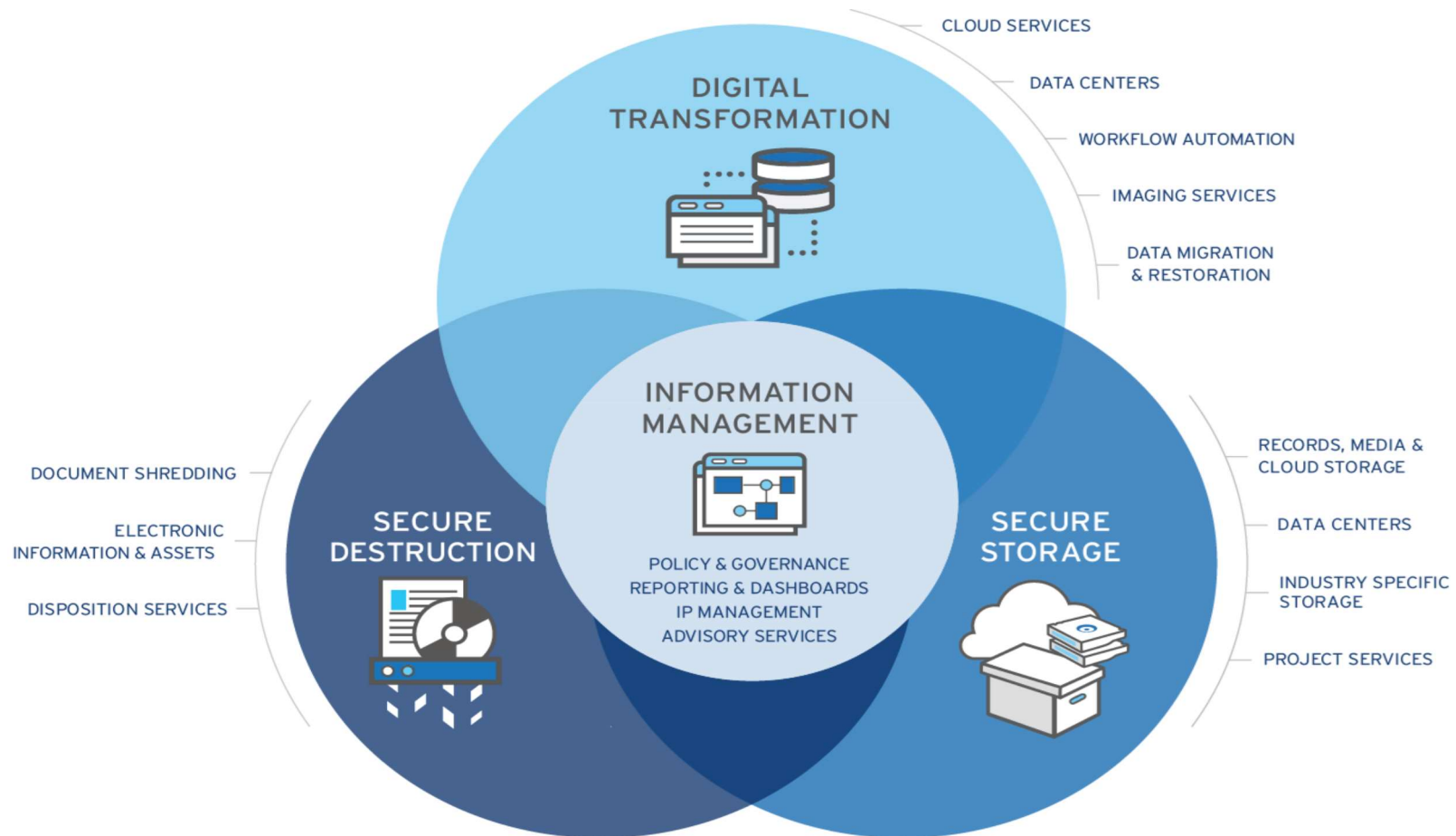
**STAFF &
STUDENT
EXPECTATIONS
FOR DIGITAL
EXPERIENCE**

PROTECT. UNLOCK. TRANSFORM.



HIGHER EDUCATION SOLUTIONS

Digitization, Automation & Governance



IRON MOUNTAIN HIGHER EDUCATION APPLICATIONS

<input type="checkbox"/>	Registrar/ Student Records	<input type="checkbox"/>
<input type="checkbox"/>	Admissions	<input type="checkbox"/>
<input type="checkbox"/>	Administration	<input type="checkbox"/>
<input type="checkbox"/>	Human Resources	<input type="checkbox"/>
<input type="checkbox"/>	Facilities Management	<input type="checkbox"/>
<input type="checkbox"/>	Library Services/Archives	<input type="checkbox"/>
<input type="checkbox"/>	Office of General Counsel	<input type="checkbox"/>
<input type="checkbox"/>	Research Departments	<input type="checkbox"/>
<input type="checkbox"/>	Public Safety	<input type="checkbox"/>
<input type="checkbox"/>	Financial Aid	<input type="checkbox"/>

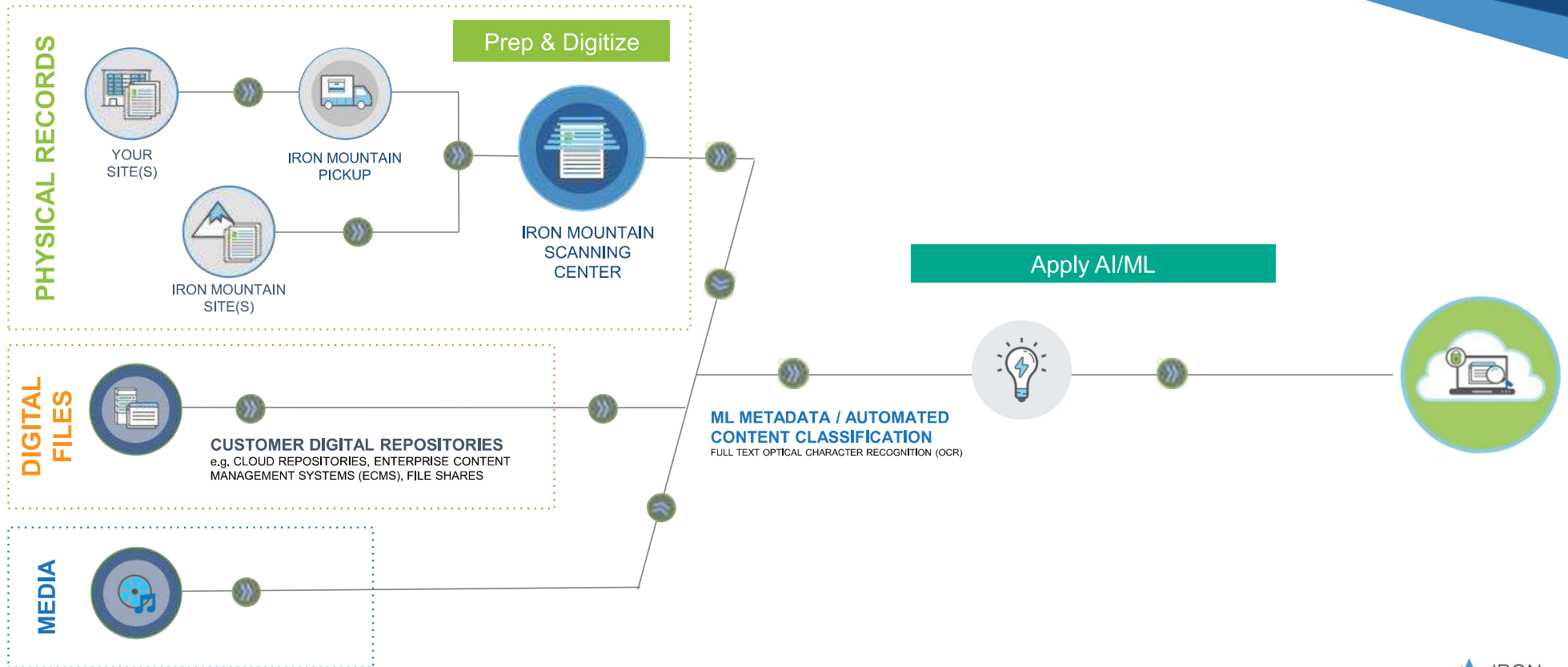
DIGITAL TRANSFORMATION: INSIGHT FOR HIGHER ED

INTELLIGENT
CONTENT SERVICES



< BACK

Insights from any asset, in any place





CLASSIFY, ENRICH, AND EXTRACT METADATA FROM
PHYSICAL AND DIGITAL DATA

AI POWERED CONTENT SERVICES

Iron Mountain InSight® CONTENT SERVICES PLATFORM



Content Analysis
and Visualization



Workflow
Automation



Integration &
Collaboration



Information
Governance Policy



HUMAN
GENERATED DATA



APPLICATION
GENERATED DATA



RECORD
CENTER



TAPE
VAULT



OTHER
REPOSITORIES

Workflow Automation &
Application Integration

AI Powered Content
Classification

Document Conversion

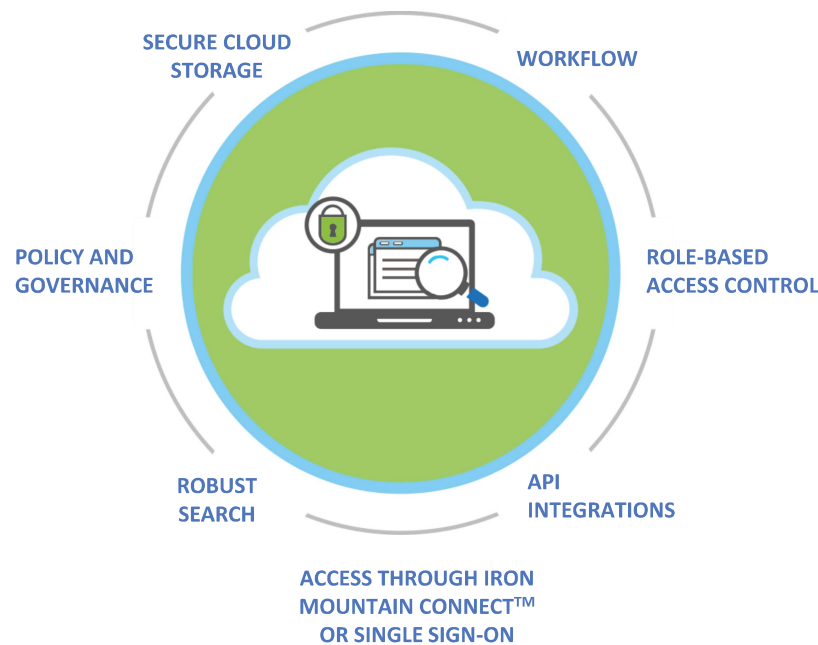
Governance and
Compliance



UNLOCK THE BUSINESS VALUE OF YOUR DATA

We help organizations focus on high-value tasks to develop more meaningful, relevant connections with their data, in any format.

- Physical to digital transformation
- Content analysis & visualization
- Metadata capture
- Workflow automation
- Policy and compliance control



Workflow Automation &
Application Integration

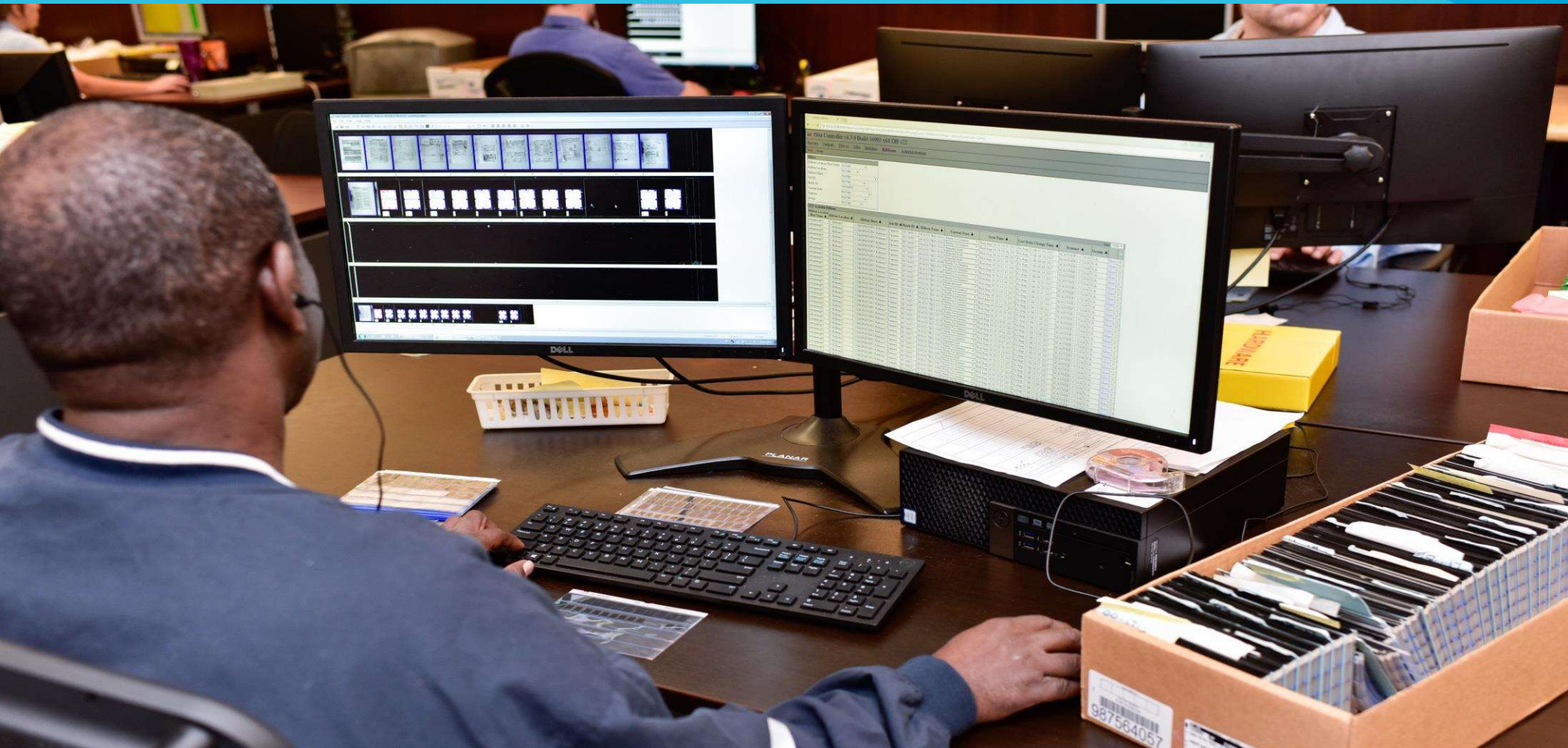
AI Powered Content
Classification

Document Conversion

Governance and Compliance

75%
of
enterprises
will be out of AI pilots
and operationalizing

TRANSFORM LEGACY STUDENT DATA



DIGITIZATION OF TRANSCRIPTS, GRADE ROSTERS & STUDENT RECORDS IN 2021

Use Artificial Intelligence & Machine Learning to:

- Perform document separation of the images
- Enhanced OCR from film and fiche
- Extract required metadata fields
- Gain insights from past graduates
- Software solution with the imaging of this media billed on a per image basis

WORKFLOW AUTOMATION CASE STUDY

UNIVERSITY OF CALIFORNIA OFFICE OF THE PRESIDENT (UCOP)

Overview

The University of California is a system of 10 campuses, five medical centers and three affiliated national laboratories. The Office of the President, located in Oakland CA, is the University's headquarters.

In 2019, UCOP began a building consolidation project that included physical records management, digitization and electronic records management/workflow automation. Through a competitive selection process, Iron Mountain was selected as the primary vendor for all three service lines.

Electronic Record Management Challenges

- Need for an easy to use, cost effective solution to manage all departments digital records
- No ability to centrally manage retention and disposition of digital records
- Requirement to implement a single system of record for all digital records and future workflow automation needs

Solution

- Enterprise Information Management Platform (Hyland OnBase®)
- Digitization and indexing services

Future Expansion

- Services have been added to the University of California system-wide contract authorizing any campus, hospitals or lab to purchase
- Additional deployments to include system-wide HR shared services and workflow automation



CASE STUDY / Higher Education

Data Center colocation delivered higher quality service at lower cost for Arizona State University (ASU)

CHALLENGE

To meet the growing IT demands of its faculty and students, a fast-growing research university faced a renovate-or-buy decision. Multiple data centers scattered across 4 campuses meant that technical-staff was not able to keep up with demand. The demand curve grew while the resource curve was generally flat.

SOLUTION

Tier III certified Iron Mountain Data Center with 24x7x365 support, data modules, and integrated DCIM software with power usage analytics to drive sustainability. No longer were teams of people needed to maintain the HVAC and CRAC units and the electrical power - colocation gave the ability to deliver higher quality service at a lower cost.

VALUE

Physical infrastructure is now managed by an expert service provider so the data center is always up and running. Capital investment that normally would be needed to renovate and then maintain an aging data center over the long term has been cut drastically. The ASU IT team is now able to build out new services to accommodate growth instead of flipping switches and turning dials.



ASU EXPECTS ON-CAMPUS &
ONLINE ROSTER OF OVER

185,000
STUDENTS

AND RESEARCH EXPENDITURES OF

\$700 M

NOT ABLE TO SUPPORT
THEIR CURRENT INFRASTRUCTURE

Jay Steed -Assistant VP for IT Operations and Customer Support at ASU

"When I get up in the morning I'm not concerned about whether or not my data center is going to be up and running"

BUSINESS CASE / State Government

Commonwealth of Kentucky Vital Records Deployment

CHALLENGE

State Government now receives all Birth and Death Records electronically. In the case of Kentucky they still drop all electronic records to a physical paper document for permanent storage. This involves printing a certified certificate and placing in a bound book with 250 other certificates. When a Citizen requests a Certificate the Office of Vital Records will request the Certification from the State Vault. Someone will pull the Volume/Book containing the Certificate, unassemble the Volume, copy the Certificate onto the security paper, reassemble the Volume and then deliver the Certified Copy to the requesting party. This manual process can take from 30 minutes to a hour based upon the workload. The process became noticeably painful with COVID, with all employees working from home there was no way to fulfill the Certificate requests

SOLUTION

Iron Mountain set-up an onsite operation inside the State facility - providing all resources and infrastructure to process the backfile. This Digital Transformation solution helped streamline the process and improved quality

VALUE

Reduce the cycle time from greater than 30 minutes to Seconds, allowing a future state "Self Service Portal" while improving quality. Iron Mountain improved turnaround time and reallocation of staff to other areas within the department.



EXPECTED VOLUME TO BE PROCESSED

15M

CERTIFICATES

PRODUCING OVER

21M

IMAGES PER MONTH

CASE STUDY / State Government

Digitization helps PA process Unemployment Claims

CHALLENGE

The economic downturn spurred by the COVID-19 outbreak caused workers across the nation to file an unprecedented number of unemployment claims. In the Commonwealth of Pennsylvania, the Department of Labor & Industry went from receiving 1,000 unemployment claim requests a week to 27,000 in one day.

SOLUTION

Department decision-makers turned to Iron Mountain to provide digital services that allowed PA Department of Labor & Industry's 200 employees remotely process unemployment claims. Iron Mountain was able to: Securely transport paper records from six service center locations throughout the state to iron Mountain facilities. Records were indexed and incorporated associated metadata.

VALUE

The Iron Mountain capabilities helped the Commonwealth of Pennsylvania's Department of Labor & Industry be more efficient and effective in serving their citizens, enabling staff to turn around the review of unemployment claims faster and get citizens the benefits they needed during this time. Remote employees now have the ability to search digitized records within Iron Mountain InSight® Essential Edition.



PENNSYLVANIA ABLE TO PAY OUT

\$29B

IN CLAIMS

PRODUCING OVER

1.7M

IMAGES PER MONTH

Director of Pennsylvania Unemployment Compensation Service centers:

"Whenever an organization launches a new IT system, change management needs to be involved," said Nsungwe Shamatutu, Director, Office of Unemployment Compensation Service Centers, Pennsylvania Department of Labor & Industry. "Our unemployment officers embraced this new system and new way of doing business - accessing information electronically, scanning documents into a repository, reading documents online- to ensure we are providing the services that our citizens needed most"

OUR ADVANTAGE

- Dedicated State, Local & Education Team; 7 locations in Oklahoma.
- Ability to link physical and electronic records wherever they reside
- 65+ years of success protecting customers' information security and privacy
- Best-in-class technology with solutions that enable customers to reduce their IT burden, avoid capital investment and reduce operating costs
- Our breadth of services enable customers to deal with fewer vendors
- Our broad multinational footprint and financial strength enable us to be where our customers need the solutions and services
- Ultimately, allowing you to upskill workers based on business needs

Thank You!



IRON MOUNTAIN®

INFORMATION IS EVERYTHING

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