Managing The
Modern Risks
Of Collaboration

Strategies to Control *and* Enable
Collaboration Environments

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Aware

Agenda

01

Evolution of Collaboration

02

Five risk controls associated with technology

03

Balancing controls with experience

04

Court cases as guidance

05

Making it Actionable

Brian Mannion
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- Focusing on solutions enabling business leaders to accomplish their goals while understanding and mitigating legal, compliance, and regulatory risk

- Managed a team of lawyers, compliance, information security, HR, and eDiscovery to implement cutting edge technology solutions including BYOD, cloud, and collaboration tools

- Provided legal guidance on state and federal privacy laws as well as information security

- Recognized regarding anti-money laundering, sanctions, and counter terrorist financing to financial institutions

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Evolution of Collaboration

Workplace messaging Volume

2022 - 10 million people using Slack daily

2021 - Microsoft publishes 145 million daily active users

Thien-Lan Weber
@thienlan

Mindblowing stats from @SlackHQ
* 300K msgs per sec
* 1M developers building apps on Slack
#SlackFrontiers

April 2020
300 million daily meeting participants

1970

2019

2022

Making Sense: **Digital Conversations Exist in All Corners of Every Organization**

Fragmented and Unstructured

Attachments
Public Channels
@ Mentions
Emojis
Screenshots
OCR
GIFS
Public Groups
External Groups
Short Form
Videos
Audio
Rich Media
Deleted
Private Groups
Chat Messages
Comments
Internal Shared Channels
Shared Channels
Reply to Chat
Posts
All Company Groups
Comments
Related Messages
Event Groups

What Does This Mean *For Me?*

How many Business Communication Objects (BCOs) does your organization create?

(Employees x .20) x 40 x 252 = messages / year

Number of Employees:	5,000
Daily Active Users(DAU):	1,000
Average BCOs Per Day (40 x DAU):	40,000

10,080,000
Annual BCOs

Number of Employees:	10,000
Daily Active Users(DAU):	2,000
Average BCOs Per Day (40 x DAU):	80,000

20,160,000
Annual BCOs

It Might Surprise You to Know

	Negative Conversations	Password Shared	Confidential Information Shared
Private Messages	1 of every **190** private messages	1 of every **149** private messages	1 of every **135** private messages
Public Messages	1 of every **280** public messages	1 of every **262** public messages	1 of every **118** public messages

" True collaboration happens when the *content, conversation and individual* come together to share, listen, partner and learn in a safe and secure corporate environment.

Aware – 2022

"
Getting control of this environment was top of mind. We had no idea what was out there and where it was coming from. We have an evolving collaboration tech stack, with various levels of security, compliance, and analytics capabilities across platforms, requiring multiple sets of credentials and tools to manage. *Why can't we get control for various stakeholders on a single pane of glass?*

**Chief Information Officer
at Global Brand**
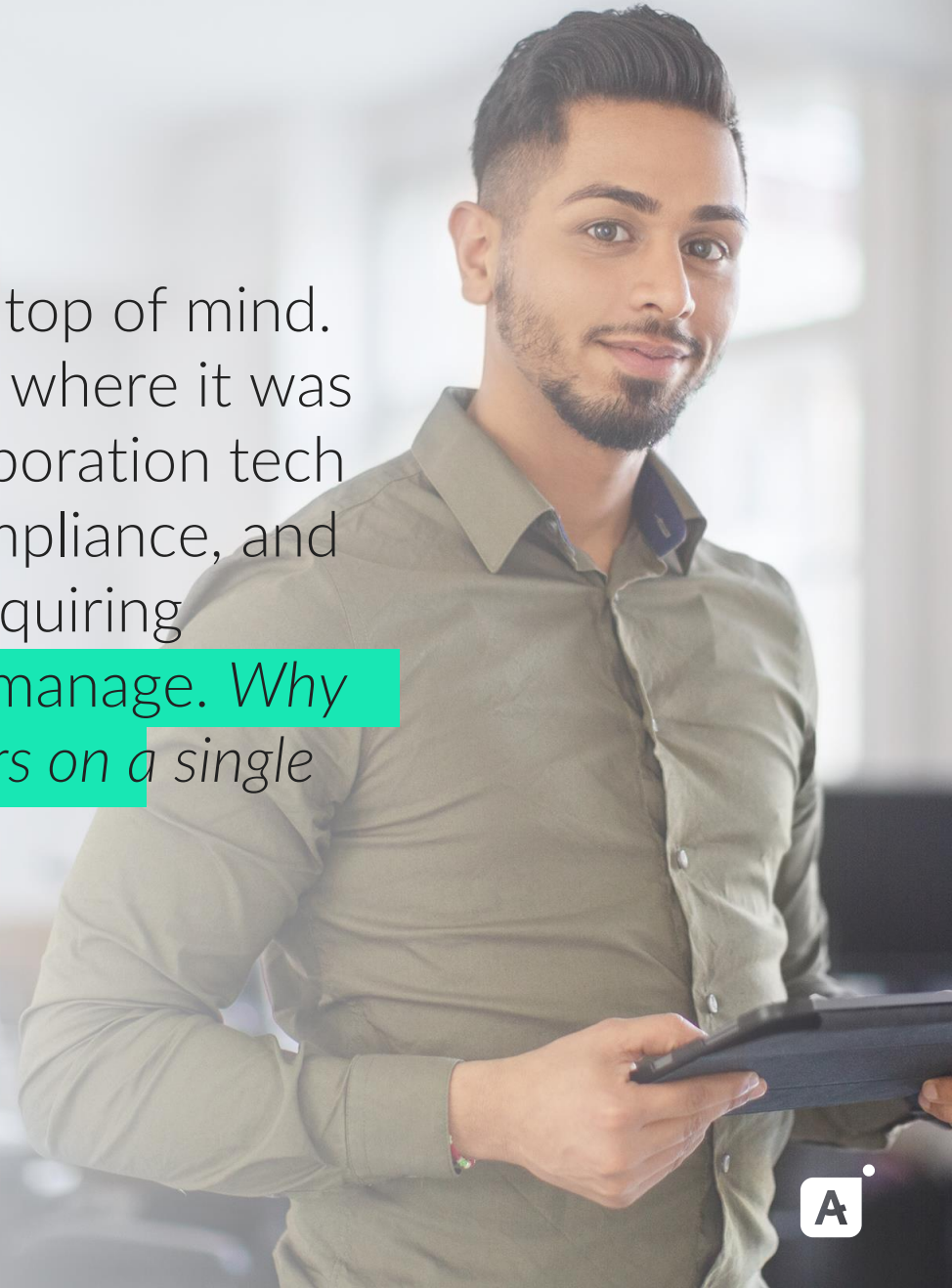
FIVE Risk Controls Associated with Technology

Data Management

Search & Discover - eDiscovery

Realtime Monitoring & Moderation

Industry Obligations

Privacy

FIVE *Risk Controls Associated with Technology*

Data Management

All data has a life cycle. When does collaboration data get deleted? What is its business value?

Search Discover - Discovery

Realtime Monitoring & Moderation

Industry Obligations

Privacy

FIVE **Risk Controls Associated with Technology**

Data Management

Search & Discover - eDiscovery

Can you get to it and find it when you need for internal investigations or litigation?

Realtime Monitoring & Moderation

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FIVE Risk Controls Associated with Technology

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Search & Discover - eDiscovery

Realtime Monitoring & Moderation

Are you in control and enforcing policies and governance across all solutions? Do you have a user agreement?

Industry Obligations

Privacy

FIVE Risk Controls Associated with Technology

Data Management

Search & Discover - eDiscovery

Realtime Monitor & Moderation

Industry Obligations

Securities laws, PCI data, safety rules – how are you ensuring compliance and proper use?

Privacy

FIVE Risk Controls Associated with Technology

Data
Management

Search
& Discover -
eDiscovery

Realtime Monitoring
& Moderation

Industry
Obligations

Privacy

What data is being shared in your collaboration platform?

Does the data include PII or confidential data?

Do you have proper access controls?

Striking the Balance

It's All About Aligning Experience and Risk

Collaboration Experience

- Authentic
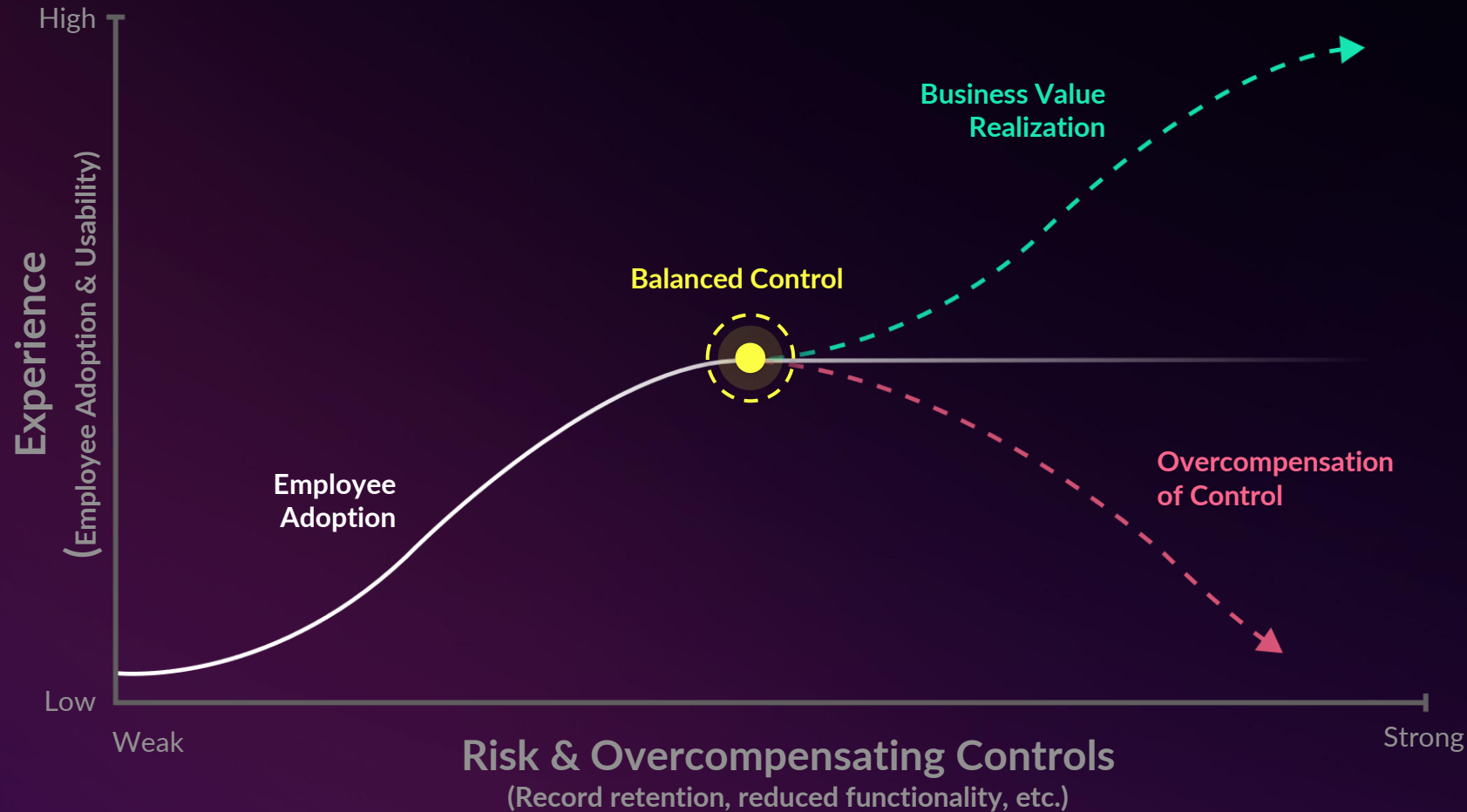- Productive
- Empowering

Corporate Risk

- Protection
- Security
- Mitigation

COLLABORATION OPTIMIZATION

To maximize their value, Organizations face the challenge of *Finding the Balance* between Adoption and Experience against Risk and Overcompensating Controls

Aware's Collaboration Optimization Curve

BENEBONE LLC *V.* PET QWERKS, INC., ET AL.

Court Rules Company to Produce Communications Stored in Slack, Plaintiff Argues This Could be Unduly Burdensome.

Source: app.ediscoveryassistant.com/case_law/32595-benebone-v-pet-qwerks

MEDIDATA SOLUTIONS *V*. VEEVA SYSTEMS

Court Rejects Sanctions Based on Party's Efforts to Remediate Data Loss.

Source: www.law.com/legaltechnews/2022/01/27/court-rejects-sanctions-based-on-partys-efforts-to-remediate-data-loss

SO WHERE DO YOU START?

Make It Actionable

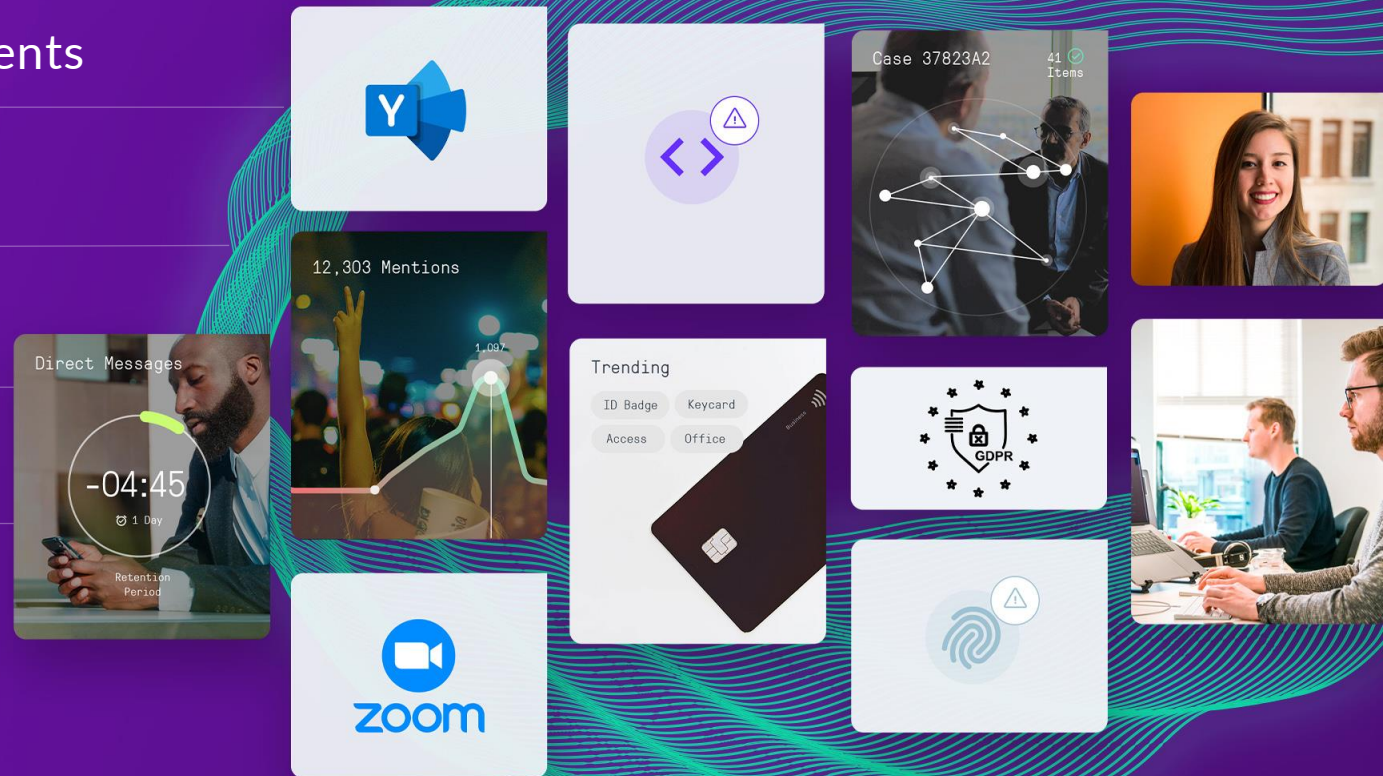Five Best Practices to Manage the Chaos of Collaboration, Together

01 Clearly Articulate Your Business Requirements

02 Understand Your Collaboration Ecosystem

03 Understand Where the Data Resides

04 Scope Your Needs & Stakeholders

05 Think About Your End Goal Processes

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