

# Information Governance in a **Big Data World**

How governments can cost-effectively and defensibly manage the eDiscovery lifecycle

## Big Data: Blessing or Curse?

For government, Big Data can be both a blessing and a curse. In some cases, having more information or data can help an organization identify efficiencies, trends and solutions; in others, it can create a management nightmare for already strapped government IT departments. The government is in the unique position of being a record keeper, but also cannot keep everything in this age of the information explosion. No matter the instance, because of the regulatory nature of government, dealing with Big Data is inevitable and it benefits governments at all levels to institute effective information governance measures to manage it.

## Big Data and the eDiscovery Challenge

One area of government that is increasingly impacted by Big Data and that could benefit from improved information governance is eDiscovery — the process by which government entities are mandated to identify, analyze and produce electronically stored information (ESI) in response to several types of requests, including Freedom of Information Act (FOIA) requests or investigative requests. The more ESI or data an agency has to sift through during the eDiscovery process, the more expenses it incurs and the more risk is involved.

## “Discovering” a Solution

Fortunately, new eDiscovery solutions can help government agencies establish proper information governance and improve the 5 Vs of Big Data: volume, velocity, variety, value, and veracity. Symantec’s Clearwell eDiscovery Platform is the leading enterprise solution allowing government organizations to manage the entire eDiscovery lifecycle all from one application. The Clearwell eDiscovery Platform enables government agencies to:

- Easily and quickly find data in a sound manner
- Cull-down data by up to 90 percent
- Increase review throughput and consistency
- Eliminate movement of data across multiple, disparate tools
- Improve defensibility of the e-Discovery process
- Adapt to evolving government records management mandates, while simultaneously reducing risks

Additionally, a critical feature of the Clearwell eDiscovery Platform, **Transparent Predictive Coding**, directly addresses the high costs that can occur during the document review process of eDiscovery. A 2012 RAND Corporation study estimated that it costs organizations approximately \$18,000 to review a single gigabyte of data during the review process. Transparent Predictive Coding takes a significant portion of the manual work out of the review process and enables review teams to achieve highly accurate results with minimal input, significantly reducing review time and cost.

By taking advantage of Symantec’s Clearwell eDiscovery Platform, especially Transparent Predictive Coding, government agencies can establish proper information governance and start strategically using Big Data to their benefit. The government use cases for TPC will ultimately involve records classification, high volume litigation and FOIA requests.

**“While keeping significant information is necessary for government, it needs to be done *intelligently*. Big Data growth heightens the need to implement sound information governance plans to reduce volume, increase efficiency and improve response times for requirements unique to government, such as the Freedom of Information Act.”**

— Allison Jane Walton, Esq., eDiscovery Counsel, Symantec Corporation

With the NARA Directive placing strict timelines on when agencies must be digitized, as well as Gartner’s prediction that the eDiscovery market will hit \$2.9 billion by 2017, it can be projected the government will be a large part of the eDiscovery purchasing demographic in the next 3 to 5 years.



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