A fully automated and intelligent approach to federal government communications oversight

Government organizations around the world all share very similar information management challenges. Civilian, defense, and intelligence agencies alike have vast amounts of electronic data of all types, but many of these agencies have little or no visibility into what information exists on legacy backup tapes and other storage media. Government agencies are under ever-increasing pressure to share this information, with the public and the media as well as other agencies, all while ensuring the data’s trustworthiness and preventing security breaches.

These pressures are also shared by private-sector organizations that are subject to scrutiny by regulators and other interested parties. Because of these similar challenges, many government organizations are adopting solutions based on successful commercial off-the-shelf technologies.

Autonomy, an HP Company, offers solutions to help you gather data from disparate sources, and cryptographically protect the data’s trustworthiness as it is collected. These capabilities support FISMA Audit protection and System Integrity controls, and enable you to analyze and react to information in real time. Autonomy provides a centralized, real-time policy management hub to enforce information governance controls across distributed data networks. Autonomy creates an effective real time information management and retrieval solution that ensures and strengthens information security and accountability, while making it easy to find and share non-sensitive data with other government departments and external citizens. Autonomy solutions help federal organizations satisfy the often conflicting goals of information security, seamless collaboration, and transparency.

All-in-one communications supervision

Autonomy Supervisor offers real-time communications monitoring to help you understand the movement of information within, into, and out of your organization. As the industry’s most comprehensive communications supervision solution, Autonomy Supervisor provides an automated and intelligent approach that enables you to perform monitoring and surveillance of all electronic communications.

Highlights

- Hosted or onsite compliant archiving for regulated content
- Real-time, policy-based monitoring
- Escalation and workflow management
- Conceptual search of all indexed content
- Advanced analytical options such as clustering and visualization tools
- Real-time, granular data integrity protection
- Real-time cryptographically tamper protected audit log capability
- Evidentiary ready data export capability
- Integration with x9.95 trusted time
- Reporting and trend analysis
- Executive Web-based dashboards

The industry standard for electronic communications compliance

Similar to the private sector, information flows into and throughout government agencies in multiple forms. Much of it is structured data that is relatively easy to analyze using automated systems. But each year, a greater share of information is unstructured, in the form of email messages, documents, social interactions, and downloaded content from blogs, news sources, chat forums, as well as audio and video files.

Autonomy Supervisor provides the most advanced capabilities available across all forms of electronic communication. The solution enables you to go beyond a keyword-based approach to identify potential violations with the ability to leverage advanced lexicons, conceptual search and classification tools. Supervisor is the only software solution to apply policies either in real time, or as electronic content is archived as part of an organization’s retention and disposition requirements. When integrated with Autonomy’s IDOL-based Information Governance platform, social networking and collaboration environments can also be supervised.

Understand the flow of data

A key part of information management is monitoring who is accessing, creating, or communicating information, when and with whom. Ensuring these transactions comply with organizational policies and procedures helps ensure the validity of government information, protects privacy and security, enables accountability, and simplifies recordkeeping and compliance requirements.

Autonomy Supervisor sets the benchmark for electronic communication supervision and surveillance. In an age of instant communications, Autonomy Supervisor allows security officers to identify and remedy policy violations in real time, and to conduct forensic analysis on communications retained in archives, while ensuring spoliation of the data does not occur. Autonomy Supervisor also helps financial regulators and other investigative agencies to
scan news wires and other information sources to better understand unusual activities in markets and exchanges. Autonomy now partners with industry leaders to provide unmatched protection for the retained audit trails and/or sensitive communication, enabling unrivalled levels of trustworthiness and increased evidentiary weight. Autonomy technology has been proven in similar roles within government ministries and regulated entities, as well as private equity firms, pharmaceutical firms, energy companies, and the largest and most demanding banks.

**Unmatched policy precision and sampling methodologies**

Autonomy Supervisor is the only solution that incorporates flexible, easy-to-configure sampling profiles, integrated with the most precise policy module available. Sampling profiles and policies may be configured based on direction of communication, type of communication, and organizational groups. This allows you to align policy and sampling profiles based on risk associated with different groups to maximize policy precision.

Agencies can also leverage policies published by Autonomy subject matter experts, covering the most common supervisory concerns. These pre-configured policies allow governments to leverage strategies developed to spot and investigate private sector issues such as money laundering, customer complaints, rumors and speculation, inside information, and inappropriate trading conduct, to name just a few. Using these policies as a foundation, agencies can monitor similar concerns such as constituent satisfaction, proper use of funds, and inappropriate disclosures of information.

**Social media governance**

Autonomy Supervisor can also help you monitor and control communications occurring across social media networks, external websites, and collaboration tools such as SharePoint. These capabilities are particularly useful in environments that are often loosely managed, subject to little if any supervision or surveillance, and take place outside an organization’s infrastructure.

Autonomy’s advanced end-to-end social media governance platform enables agencies to supervise employees both inside and outside of the organization firewall. By leveraging the world’s leading archiving solution with Autonomy’s unique Meaning Based Computing platform, you can take advantage of the power and value of social networks, while maintaining compliance.

• Real-time, policy-based monitoring of social media content from employees logged in through government networks
• Connectors and aggregation of thousands of relevant news feeds, blogs and social media sites
• Conceptual search of all aggregated content and identification of discussion from users operating outside government networks
• Compliant archiving for regulated content
• Optional tamper evident audit log protection capability - ensuring internal privileged users and privacy abuses are deterred
• Advanced analytics such as clustering and visualization tools, reporting, and trend analysis
• Escalation and workflow management

**Robust review and supervisory workflows**

Effective and compliant review of employee communications requires a coordinated workflow process involving multiple actions and responsible parties. Autonomy Supervisor provides a series of customizable, built-in review and escalation workflows to address the best practice needs of a particular organization.

Once a dataset has been identified through filters, policies, sampling, or a combination of each, a series of workflows are automatically initiated to review and identify any potential issues. A set of message-based tools enables one-step approval or escalation, depending on the appropriate action. All actions create an event record that is recorded and fully auditable, to demonstrate compliance and proof of supervisory controls.

**Integrated with Autonomy IDOL**

Autonomy’s Intelligent Data Operating Layer (IDOL) interoperates with Autonomy Supervisor. In use today in more than 65,000 organizations, IDOL uses probabilistic modeling and advanced pattern-matching to form a conceptual and contextual understanding of information in the archive, across 1,000 different content formats.

IDOL provides a single processing layer that allows users to form a conceptual understanding of their information, both inside and outside the organization.
Using NoSQL (Not Only SQL) technology, IDOL lets users simultaneously understand and act upon documents, emails, video, chat, phone calls, and application data moving across networks, the web, the cloud, smart phones, tablets, and sensors. This functionality provides you with a quick and accurate snapshot of the full corpus of employee communications, enabling you to more effectively view problems and suspicious conversations throughout the entire organization for easy escalation, if necessary.

When integrated with IDOL, Autonomy Supervisor offers a full spectrum of advanced analytics operations and visualization tools, including multi-dimensional data clustering, tracer maps, and message link maps.

- Leveraging IDOL, all content, including attachments, can be rendered via a web-based interface without the need for the native applications, providing reviewers and compliance officers immediate visibility into nearly any data type. IDOL is also used to highlight policy violations, inline in the body of a message, as well as in all attachments.
- The IDOL Server collects indexed data from connectors and stores it in its proprietary structure, optimized for fast processing and retrieval. At the information processing layer, IDOL forms a conceptual and contextual understanding of all monitored content, automatically analyzing any piece of information from over 1,000 different content formats. Over 500 operations can be performed on digital content by IDOL, including hyperlinking, agents, summarization, taxonomy generation, clustering, education, profiling, alerting, and retrieval.
- IDOL provides benefits of automation without loss of manual control. This complementary approach allows automatic processing to be combined with a variety of human controllable overrides, offering the best of both worlds and never requiring an “either/or” choice.
- IDOL integrates with legacy systems, eliminating the need for organizations to cobble together multiple systems to support their disparate components.

**Legal and policy enforcement**

Effective information and knowledge management are absolutely necessary to achieve transparency, participation, and collaboration—the cornerstones of an open government. When the need arises to investigate communications activity—due to requests for information, FOIA, suspected policy violations, information leaks, or inappropriate usage of government technology—Autonomy eDiscovery solutions enable you to leverage IDOL technology to form an understanding of large quantities of diverse electronically stored information (ESI) including email, text messages, documents, voicemail, social media content, audio recordings and video.

Using Autonomy eDiscovery solutions, managers can analyze the impact of a request, regulatory inquiry, or potential investigation case in a matter of hours or days rather than the weeks or months required using legacy methods. Autonomy eDiscovery solutions offer a range of advantages and capabilities, including the following:

- Leveraging petabyte scalability and intelligent clustering, information is analyzed to identify patterns between seemingly unrelated information, letting agencies gain insights and answers more quickly.
- Manager teams can use Autonomy eDiscovery solutions to prioritize documents for review based on themes or people involved, allowing them to highlight the most probable sources of information or avenues of investigation.
- The ability to integrate Autonomy Legal Hold and Autonomy eDiscovery solutions automatically provides an information preservation and collection process that satisfies open government requirements.
- A user-independent cryptographic integrity protection option for audit trails supporting NIST 800-53 AU-9 pinpoints any attempt of manipulation, even down to the event level.
- Cryptographically verifiable data authenticity and chain of custody capabilities ensure strong evidential weight in legal environments.

**Meaning based computing**

As communications become less formal and more conversational in tone, conventional monitors and filters are challenged by idioms, words, and syntax that falls outside their understanding. Autonomy’s Meaning Based Computing platform recognizes concepts, patterns, and relationships in unstructured information. As a result, Autonomy Social Media Governance automatically identifies content and conversations on social networks that less sophisticated keyword search technology would miss, enabling you to tie these insights directly into your existing compliance infrastructure. Autonomy’s advanced end-to-end social media governance platform also enables you to supervise employees both inside and outside of the government firewall.

**Understand communication patterns with advanced visualization**

Autonomy eDiscovery solutions deliver unprecedented visibility by drawing a real-time map of all information held in the agency. Advanced visualization techniques such as communication link maps, message tracers, and 2-D and 3-D automatic clustering allow your policy managers to quickly determine the custodians, communication threads, and key themes. Visualization tools include:

- **Communications Tracer** – Enables users to find communications based on the sender and subject, providing insight into how information and instructions moved between custodians. Communications allow legal teams to not only link emails, but also link together related IMs, voicemails, and video files.
- **Link Map** – Enables users to trace communication threads. This powerful visualization tool helps you identify communication patterns and understand social communities within their organizations.
• **2D and 3D Clusters** – Identify clusters of information in real-time by automatically identifying similar documents and grouping data together accordingly, in 2D or 3D formats. Clustering is format independent, and content from phone calls, office documents, emails, instant messages and even video can be combined in a single field of view.

Choose Autonomy Supervisor for government communications oversight

Government agencies, such as yours, are moving toward IT strategies that allow for greater agility and efficiency without sacrificing performance or security. Autonomy Supervisor, and related Autonomy solutions, are designed to help government agencies regain solid control of IT and reduce the complexity of unwieldy IT environments.

Autonomy’s solutions bring world-class, multichannel interaction analysis, customer engagement, and marketing optimization to the government enterprise. With a centralized, real-time policy management hub to enforce governance control across distributed networks, forensic review of current and archived data, and comprehensive reporting and visualization tool, Autonomy Supervisor can help you manage, use, and share information, achieve privacy and regulatory goals, and provide better services to constituents, partners, and overseers.

Learn more: visit [autonomy.com](http://autonomy.com)

About Autonomy

Autonomy, an HP Company, is a global leader in software that processes human information or unstructured data, including social media, email, video, audio, text and web pages. Autonomy’s powerful management and analytic tools for structured information together with its ability to extract meaning in real-time from all forms of information, regardless of format, is a powerful tool for companies seeking to get the most out of their data. Autonomy’s product portfolio helps power companies through enterprise search analytics, business process management and OEM operations. Autonomy also offers information governance solutions in areas such as eDiscovery, content management and compliance, as well as marketing solutions that help companies grow revenue, such as web content management, online marketing optimization and rich media management.

About HP

HP creates new possibilities for technology to have a meaningful impact on people, businesses, governments and society. The world’s largest technology company, HP brings together a portfolio that spans printing, personal computing, software, services and IT infrastructure to solve customer problems.

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