Ensure Secure Workflow Processes in Government

Managing growing data stores is difficult enough without factoring in the need for security. But it's possible to achieve a secure workflow — and more.

During the past two years, federal defense agencies and the companies that work with them have experienced data breaches that compromised personal and national security information. Such events prompted President Barack Obama in October 2011 to sign Executive Order 13587, which covers insider threat detection and security, with the goal of preventing the exposure of government secrets.

As a result of that and other executive orders (see sidebar, page 2), security is a top priority for government agencies — and a significant challenge. A June 2012 study conducted by Navigant found that the average number of records per data breach at government entities increased 824 percent from Q4 2011 to Q1 2012.[1]

Without a secure workflow, more data breaches are likely. And every security lapse at the federal level has the potential to erode public confidence or jeopardize national security.

Ensure a Secure Workflow

Choosing the right information management and workflow solutions provider can help ensure a smooth, secure workflow. The right provider will understand the challenges the government faces and, keeping those challenges in mind, help agencies choose the solution that best meets the requirements set forth in Executive Order 13587.

The best way to ensure that all content — even paper-based content — is secure and protected is by implementing a solution that automatically captures and collects information extracted from documents. The solution should also store and provide access to electronic versions of documents exactly as they were copied, scanned, emailed or faxed.

In addition, a secure workflow solution must offer these capabilities:

- ✓ Continuous monitoring of content passing through the system and alerts that notify authorized users when flagged keywords or phrases are found

- ✓ Searches by device, user, transaction type, location, full text or keyword, as well as the option for managers to set up searchable, user-based alerts that make it possible to quickly identify users who have accessed or printed secure documents
- ✓ The ability to customize document-routing options
- ✓ The ability to adapt and scale workflows as needed
- ✓ Rule-based automatic routing of documents, videos and other content, so these are directed to the right location, improving efficiency, accuracy and collaboration
- ✓ A full complement of security features, including authentication, encryption and policy controls

Find the Right Provider

For agencies looking to improve complex workflow processes, finding a partner that has had success with other federal agencies' information management and workflow solutions is critical. Look for a provider with a long track record and metrics proving success, as well as a strong focus on security. Security should be a top priority at every step of the provider's approach, from design through product selection and implementation.

For example, Lexmark has an engineering and professional

MEET FEDERAL MANDATES

For federal agencies, any workflow solution chosen must satisfy these government mandates:

Executive Order 13587

This order, formally known as "Structural Reforms to Improve the Security of Classified Networks and the Responsible Sharing and Safeguarding of Classified Information," spells out the structural changes needed to improve the security of classified networks, along with how to better share and safeguard classified information. A White House statement said that the order's aim is to ensure that the government protects its classified information while sharing information with all who need it to do their jobs. The order makes it clear that agencies are responsible for sharing and safeguarding classified information.

Executive Order 13514

This order, formally known as "Federal Leadership in Environmental, Energy and Economic Performance," prepares agencies to meet the goals of agencywide reductions for greenhouse gas emissions required by 2020. Automated workflow fosters that goal by eliminating many paper-based processes and associated storage.

Executive Order 13571

Formally known as "Streamlining Service Delivery and Improving Customer Service," this order requires federal agencies to improve customer service using technology and to expand customer service to encompass a variety of service channels. It also requires agencies to streamline agency processes to reduce costs and accelerate delivery. Digital workflow streamlines processes to achieve just what Executive Order 13571 requires: saving money and speeding processing.

Executive Order 13589

The right workflow solution will help make the most of an agency's existing systems while maximizing return on investment. In doing so, it will satisfy the requirements of Executive Order 13589, "Promoting Efficient Spending."

Electronic Records Management

This initiative, spearheaded by the National Archives and Records Administration (NARA), focuses on enabling agencies to access electronic records and store them electronically.

services workforce with federal security clearances. "It's so hard to get a security clearance, so it makes sense to partner with a company such as Lexmark that sells its devices to intelligence agencies," says Chris Mills, president of CyberCore Technologies, a secure supply chain management company that works with the intelligence community.

The provider should also specialize in workflow solutions, from document management to distributed intelligence capture to mobile workflow. A provider that focuses on the bottom line will ensure that the solution will be cost-effective for the agency and result in a positive return on investment. Finally, the provider should be looking toward the future, with an eye toward incorporating new technologies and federal requirements as they occur.

The average number of records per data breach increased 824 percent from Q4 2011 to Q1 2012 for government entities.[1]

—Navigant

Winning on All Fronts

A secure workflow solution helps government agencies ensure data privacy and integrity and remain in compliance with relevant government mandates by enabling them to automatically track and audit sensitive information. Advanced solutions give agencies the tools they need to better verify assets and vulnerabilities in real time. By adding a secure document printing solution, agencies can also help ensure that printing and scanning are performed with proper authentication.

While security and compliance issues should form the baseline for workflow solution decisions, the right solution will also increase efficiency, improve ROI, foster collaboration, reduce waste and improve customer service. Workflow solutions do this by allowing agencies to create, manage and modify workflow processes; customize document routing options; and adapt and scale workflows to address changing needs and requirements.

To learn more about how you can achieve efficient workflows in your government organization, visit www.lexmark.com/government.

[1] Navigant, *Information Security & Data Breach Report*, June 2012 Update.

ABOUT LEXMARK

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