

Policy Center 7
New Platform Announcement & FAQs

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Introduction

We are pleased to announce the upgrade of Iron Mountain Policy Center Solution (PCS). This document provides an overview of the changes and frequently asked questions.

What is new?

- **New User Interface (UI)**

- Policy Center has a new look and feel.
- The UI has been redesigned to match other Iron Mountain products like InSight DXP to support a seamlessly integrated experience.

- **Workflow**

- Policy Center has been redesigned to support content review by integrating communication and management tools directly into the process, eliminating the need to switch between emails and the comment activity report to manage content updates.

Policy Center 7 has options for two types of workflow:

1. Content Maintenance: Intended for smaller / more targeted changes

- Comments Management

- Comments can be informally assigned to a person or group of people through mentions
- Comments can be “resolved”, but are still viewable.
- Reviewers can be notified in Policy Center, email or both using the @mention functionality.
- Comments can be filtered to view previous version comments, by user, etc.
- Comments can be viewed historically across versions

2. Advanced Workflow: Intended for formal retention schedule and content updates.

- This workflow has 4 workflow roles. The Admin and Editor are required roles; reviewers and approvers are optional roles.

- Admin - manages workflow, identifies other stakeholders, etc.
- Editor - makes the changes to the schedule / adds and modifies content (this can be same individual as the Admin)
- Reviewer - provides comments and feedback
- Approver - approves overall retention schedule and content updates
- The Workflow Admin assigns editors and optionally reviewers and approvers to sections of the retention schedule (e.g. business functions, record classes, etc.).
- Publication is the final step that closes the workflow.
- All comments, notes, and approvals made by the editor, reviewers and approvers will be associated with the published version.
- Notifications of workflow tasks / deadlines are sent through Policy Center or email.
- Included with Policy Center Enterprise subscription or an optional add on Professional Edition module.

- **Comparison Tool**
 - o Feature to compare content types within the application, that allows users to compare from version to version.
- **Enhanced Security**
 - o Removal of token access. All users will be set up with a unique user account providing for better traceability.
 - o Transitioned from a traditional server-based model to a containerized Kubernetes cluster.
 - o Legacy Drupal frameworks have been removed from the new architecture to minimize the threat surface.
 - o Transition of external DevOps to Iron Mountain DevOp providing for better alignment with Iron Mountain security policies.
- **Improved Scale**
 - o Scalability and performance were the core principals for design update to accommodate any number of records.
 - o Search stability and eliminating the search coupling with application functionality.
 - o Expanding advanced access to the API to enable robust integrations.
- **Improved Operational Efficiency**
 - o Expansion of auto testing capabilities to deploy more quickly.
 - o Backup and disaster recovery procedures are smoother and more robust.

How will the new platform change the Policy Center user experience?

- New Look and Feel with an updated UI consistent with integrated Iron Mountain InSight DXP.
- Improved speed and performance
- The Policy Center URL will change
- Customers using their own IdP will be set up on the central Iron Mountain Portal SSO.

When will these platform changes take effect?

We will provide you with at least 30 days notice of the date that we plan to migrate your Policy Center instance to the new platform. We will continue to provide notice leading up to the migration, including details on what to expect and how to best prepare for the migration. We will work with you and your team on any questions that you may have.

Questions?

Please contact [Kathleen Andrews](#) with any questions or additional information you may require.

Frequently Asked Questions

What is the breakdown of the core Workflow functionality available in the new platform?

1. Contextual Collaboration: Inline commenting anchors the conversation to the specific content being reviewed and updated.
 - **Precision:** Reviewers can pinpoint exactly which content has been added, modified or deleted.
 - **Version History:** Comments remain tied to specific versions, allowing teams to look back and see *why* a change was made three iterations ago.
 - **Threaded Discussions:** Keeping replies nested ensures that brainstorming stays organized rather than cluttering the main feedback view.
2. Accountability and Momentum: Comment assignment transforms a suggestion into a requirement.
 - **Clear Ownership:** It removes ambiguity regarding who is responsible for implementing a specific change.
 - **Balanced Workload:** Managers can see at a glance who is over-extended and reassign comments or tasks to keep the project on schedule.
 - **Status Transparency:** You can track a comment or task from "Open" to "Resolved," providing a real-time pulse on the project's health.
3. Real-Time Responsiveness: Notifications act as the "engine" that keeps the workflow moving.
 - **Reduced Cycle Time:** Automated alerts (via email or in the application) ensure that the moment a comment or task is assigned or a comment is made, the right person is notified.
 - **Customizable Urgency:** Users can often set notification preferences to avoid "alert fatigue," only getting pinged for high-priority mentions or deadline warnings.
4. Precision Control: Advanced comment management and filtering empowers users to curate a streamlined, intentional experience.
 - **Efficiency:** Filter to see only "Open" comments or "Comments assigned to me," cutting through the noise.
 - **Quality Assurance:** Filter by "Resolved" comments to double-check that every requested change was actually implemented before final approval.
 - **Thematic Analysis:** Filter by specific comment tag (e.g., "Agreement", "Request Update", "Reply", "Resolve") allowing team members to focus only on the feedback relevant to requested action.

What are the major architecture changes in the new platform?

The most significant updates to the platform architecture is the move to a containerized microservices architecture utilizing Kubernetes clusters.

How is my data being isolated from other customer data?

The platform is a multi-tenant application that implements a logical separation of data that restricts all queries and updates to the active tenant being processed, eliminating the possibility of cross tenant data sharing.

Can I still set up Single Sign On directly with my company?

Yes! Customers will utilize a centralized SSO service. This allows customers using multiple Iron Mountain services to configure only one SSO integration

Is Data Encrypted?

Yes! All data is encrypted in-transit (TLS 1.2+) and at rest (AES256).

How is my data backed up and restored? Are there any changes in the new platform?

No change. Customer data is backed up daily, monthly, and annually and can be restored as needed.

Can the new platform support a private database for a single customer?

The Policy Center new platform consolidates customer data into a single schema with logical isolation.

How is processing capacity monitored and managed in the platform?

The platform leverages cloud-based monitoring, including CloudWatch events, to manage resource spikes. The system is designed to automatically scale resources to meet increased customer demand.

What security certifications does the new platform have or plan to have in the near future?

The new platform complies with all Iron Mountain security controls and adheres to a specification cloud security CIS v2.0.0 (AWS) - Level 2, and in process of obtaining SOC2 (Type I) compliance.

Is Policy Center WCAG 2.1A & AA compliant?

Iron Mountain and Policy Center is committed to meeting the accessibility needs of our users with disabilities. Specifically, we continue to work toward addressing identified issues and incrementally enhancing the assessment score.