

Collaboration & Directory Services Best Practices:

- Best Practice 1.** When designing collaborative systems (e.g., document management, workflow, etc.), the content that will move through the system must be classified according to applicable statutes, policies, and regulations pertaining to availability, retention, and security.

- Best Practice 2.** The architecture governance process must assure that the State does not use collaborative tools for information management problems that are more appropriately solved by other technologies. For example, data warehouses must be used in place of collaborative tools where appropriate to eliminate unnecessary and uncontrolled replication of data.

- Best Practice 3.** When designing workflow systems, metrics gathering and analysis capabilities should be built in.

- Best Practice 4.** New collaborative systems will be implemented after business processes have been analyzed, simplified, or otherwise redesigned as appropriate.

- Best Practice 5.** Collaborative systems must be designed, acquired, developed, or enhanced such that data and processes can be shared and integrated across the enterprise and with our external service partners.

- Best Practice 6.** All collaborative systems and directory services will have an associated business continuity plan and their design specifications will include provisions for disaster recovery that is appropriate to the criticality of the business functions they support.

- Best Practice 7.** Collaborative systems are to be based on centralized server or service systems and should avoid peer-to-peer connections where possible. High bandwidth systems such as video conferencing may use centralized systems to set up the calls or conferences but may then make a peer-to-peer connection if necessary.