

## 2014 WHITE PAPER CALENDAR • BEST PRACTICES IN ...

### BPM & CASE MANAGEMENT

**January 2014** **BPM/Workflow/CM/DM**

- › Business Process Management
- › Content Management
- › Adaptive Case Management
- › Collaboration
- › Cloud-Provided Services
- › Contracting
- › Business Process Outsourcing

*Bonus Distribution: Gartner BPM Summit*

Reservations: 10/11  
Materials: 11/1  
Mail Date: 12/20

### E-DISCOVERY

**February 2014** **RM/Retention Practices/Email/Compliance**

- › Enterprise Search/Information Access
- › Records Management
- › Email Management
- › Information Governance
- › Legal Hold
- › Document Life Cycle Management
- › Storage/Archive

*Bonus Distribution: LegalTech NYC*

Reservations: 11/8  
Materials: 11/29  
Mail Date: 1/22

### ANALYTICS FOR BIG DATA

**March 2014** **BI • Data Mining • Hadoop**

- › Structured/Unstructured Integration
- › Predictive BI
- › Real-Time Data
- › ETL
- › Data Mining
- › Big Data as a Service
- › Semantic Analysis

*Bonus Distribution: Gartner BI and Analytics*

Reservations: 12/13  
Materials: 1/3  
Mail Date: 2/21

### ENTERPRISE CONTENT MANAGEMENT

**April 2014** **ECM/EDMS/DRM/KM**

- › Web Content Management
- › Document/Image/Forms Management
- › Digital Asset Management
- › Cloud and Mobile Applications
- › Regulatory Compliance
- › Case Management
- › Records Management

*Bonus Distribution: AIIM 2014*

Reservations: 1/10  
Materials: 1/31  
Mail Date: 3/20

### INTELLIGENT SEARCH & INFORMATION ACCESS

**May 2014** **Classification/Taxonomies/Categorization**

- › Unstructured Content Management
- › Text Mining/Analytics/Semantics
- › Content Management Systems
- › Auto-Categorization
- › XML/Authoring
- › Internal/External Search Strategies
- › Unstructured/Structured Content Integration

*Bonus Distribution: Enterprise Search & Discovery; FOSE, Document Strategy Forum, MER 2014; Gartner Portals, Content & Collaboration Summit; Gartner Customer 360 Summit*

Reservations: 2/7  
Materials: 2/28  
Mail Date: 4/22

### ENHANCING SHAREPOINT

**June 2014** **RM/Storage/Social Nets**

- › Cloud Storage
- › Search
- › Office 365 Migration
- › Records Management
- › Collaboration
- › Portals
- › Security

*Bonus Distribution: Gartner Security and Risk Management; LegalTech West; Gartner PPM & IT Governance Summit; Gartner Security & Risk Management Summit*

Reservations: 3/14  
Materials: 4/4  
Mail Date: 5/21

### CLOUD COMPUTING

**July 2014** **APIs/laaS/SaaS**

- › Off-Site vs. On-Prem
- › Security and Privacy
- › Public/Private/Hybrid
- › Information Governance
- › Infrastructure/Platforms
- › Open Source
- › Mobile

*Bonus Distribution: CRM Evolution*

Reservations: 4/11  
Materials: 5/2  
Mail Date: 6/20

### KM FOR CUSTOMER EXPERIENCE

**August 2014** **KCS v5/KPIs/Analytics**

- › Knowledgebases
- › Contact Center
- › Customer Relationship Management
- › Help Desk
- › Service Management
- › Knowledge Management
- › Incident Management
- › Web Experience Management

*Bonus Distribution: CRM Evolution*

Reservations: 4/18  
Materials: 5/9  
Mail Date: 6/20

### INFORMATION GOVERNANCE

**September 2014** **Email Management/E-Records/Risk Management**

- › E-Discovery
- › Information Governance
- › Document Life Cycle Management
- › Retention Management/Archive
- › Legal Hold
- › Security
- › Business Continuity

*Bonus Distribution: ARMA; Gartner IT Financial Procurement & Asset Management*

Reservations: 6/13  
Materials: 7/3  
Mail Date: 8/21

### SOLUTIONS FOR BIG DATA

**October 2014** **Analytics/Off-Prem/NoSQL & Hadoop**

- › Data Visualization
- › Deploying Hadoop
- › Privacy and Security
- › Data Center Optimization
- › Connectors
- › Total Cost of Ownership
- › Hybrid Architectures

*Bonus Distribution: Gartner Symposium/ITxpo; ARMA*

Reservations: 7/11  
Materials: 8/1  
Mail Date: 9/22

### MOBILE WORKFORCE

**November 2014** **BYOD/MWFM/PDAs**

- › Mobile Applications
- › Information Governance
- › User Interface Design
- › Wi-Fi and 4G
- › Security
- › Smartphone Apps
- › Social

*Bonus Distribution: KMWorld 2014; Enterprise Search & Discovery; Taxonomy Boot Camp; SharePoint Symposium*

Reservations: 8/9  
Materials: 8/30  
Mail Date: 10/22

### KNOWLEDGE MANAGEMENT

**December 2014** **EDMS/ECM/BI/CI/E-Learning**

- › Content Management
- › Document Management
- › Enterprise Search
- › Classification/Taxonomy
- › Collaboration
- › Expertise Location
- › Project Management/Modeling
- › Business Performance Analysis

*Bonus Distribution: KMWorld 2014; Enterprise Search & Discovery; Taxonomy Boot Camp; SharePoint Symposium*

Reservations: 8/15  
Materials: 9/5  
Mail Date: 10/22