<table>
<thead>
<tr>
<th>2016 WHITE PAPER CALENDAR</th>
<th>BEST PRACTICES IN ...</th>
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### BPM & CASE MANAGEMENT

**January 2016**
- **BPM/Workflow/CM/DM**
  - Business Process Management
  - Content Management
  - Adaptive Case Management
  - Collaboration
  - Cloud-Provided Services
  - Contracting
  - Mobile Work Force Management
  - Business Process Outsourcing
  - Bonus Distribution: Gartner BPM Summit

**February 2016**
- **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

**March 2016**
- **Information Analytics**
  - 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

**April 2016**
- **KM for Financial Services**
  - KM/ECM/DRM/Analysis
    - Knowledge Management
    - Regulatory Compliance
    - Business Continuity
    - Big Data
    - Mobile Commerce
    - Risk Management
    - Bonus Distribution: AIM

**May 2016**
- **KM for Customer Experience**
  - Classification/Taxonomies/Analytics
    - Knowledgebases
    - Contact Center
    - Customer Relationship Management
    - Help Desk
    - Service Management
    - Knowledge Management
    - Incident Management
    - Web Experience Management
    - Bonus Distribution: CRM Evolution, Customer Service Experience, MMR, Data Summit

**June 2016**
- **Cloud Solutions for the Enterprise**
  - APIs/IAAS/SaaS
    - Off-Site vs. On-Prem
    - Security and Privacy
    - Public/Private/Hybrid
    - Information Governance
    - Infrastructure/Platforms
    - Open Source
    - Mobile
    - Bonus Distribution: TBD

### ENTERPRISE CONTENT MANAGEMENT

**April 2016**
- **ECM/EDMS/DRM/KM**
  - Enterprise Content Management
  - Document/Image/Forms Management
  - Digital Asset Management
  - Cloud and Mobile Applications
  - Regulatory Compliance
  - Case Management
  - Records Management
  - Bonus Distribution: AIM

**July 2016**
- **APIs/IAAS/SaaS**
  - Off-Site vs. On-Prem
  - Security and Privacy
  - Public/Private/Hybrid
  - Information Governance
  - Infrastructure/Platforms
  - Open Source
  - Mobile
  - Bonus Distribution: TBD

### E-DISCOVERY

**February 2016**
- **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

**March 2016**
- **E-Discovery**
  - Reservations: 2/12
  - Materials: 3/4
  - Mail Date: 4/25

**April 2016**
- **Storage/Format/Mobility/Rights & Permissions**
  - Large File Indexing
  - Metadata Creation
  - Brand Asset Management
  - Digital Library and Preservation
  - Cloud vs. On-Premises
  - Production Asset Management
  - Encoding/Decoding
  - Bonus Distribution: LegalTech NYC

**May 2016**
- **Classification/Taxonomies/Analytics**
  - Knowledgebases
  - Contact Center
  - Customer Relationship Management
  - Help Desk
  - Service Management
  - Knowledge Management
  - Incident Management
  - Web Experience Management
  - Bonus Distribution: CRM Evolution, Customer Service Experience, MMR, Data Summit

**June 2016**
- **RM/Storage/Social Nets**
  - Cloud Storage
  - Search
  - Office 365 Migration
  - Records Management
  - Collaboration
  - Portals
  - Security
  - Bonus Distribution: SharePoint Symposium

**July 2016**
- **APIs/IAAS/SaaS**
  - Off-Site vs. On-Prem
  - Security and Privacy
  - Public/Private/Hybrid
  - Information Governance
  - Infrastructure/Platforms
  - Open Source
  - Mobile
  - Bonus Distribution: TBD

### ENHANCING SHAREPOINT

**April 2016**
- **Storage/Format/Mobility/Rights & Permissions**
  - Large File Indexing
  - Metadata Creation
  - Brand Asset Management
  - Digital Library and Preservation
  - Cloud vs. On-Premises
  - Production Asset Management
  - Encoding/Decoding
  - Bonus Distribution: LegalTech NYC

**May 2016**
- **Classification/Taxonomies/Analytics**
  - Knowledgebases
  - Contact Center
  - Customer Relationship Management
  - Help Desk
  - Service Management
  - Knowledge Management
  - Incident Management
  - Web Experience Management
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  - Public/Private/Hybrid
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  - Infrastructure/Platforms
  - Open Source
  - Mobile
  - Bonus Distribution: TBD

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### INTELLIGENT SEARCH

**August 2016**
- Metadata/Analytics/Text Mining
  - Semantic Search
  - Natural Language Processing
  - Keyword
  - Storage Management
  - Mobile Applications
  - Security and Permissions
  - Bonus Distribution: Enterprise Search & Discovery

**September 2016**
- Email Management/E-Records/Risk Management
  - E-Disclosure
  - Information Governance
  - Document Life Cycle Management
  - Retention Management/Archive
  - Legal Hold
  - Security
  - Business Continuity
  - Bonus Distribution: ARMA

### COLLABORATION

**October 2016**
- Web Content Management
  - Multi-Channel Customer Service
  - Enabling Mobile Works and BYOD
  - Locating and Accessing Remote Exerts
  - Video Conferencing
  - Consolidating Communication Infrastructure
  - Customer Engagement
  - Social Media
  - Bonus Distribution: KMWorld 2016

**November 2016**
- BYOD/MWFMPDAs
  - Mobile Applications
  - Information Governance
  - Wi-Fi and 4G
  - Security
  - Smartphone Apps
  - Social
  - Bonus Distribution: KMWorld 2016; Enterprise Search & Discovery, Taxonomy Boot Camp, SharePoint Symposium, Gilbane Conference

### INFORMATION GOVERNANCE

**September 2016**
- Email Management/E-Records/Risk Management
  - E-Disclosure
  - Information Governance
  - Document Life Cycle Management
  - Retention Management/Archive
  - Legal Hold
  - Security
  - Business Continuity
  - Bonus Distribution: ARMA

**December 2016**
- EDMS/ECM/BI/CI/Elearning
  - Content Management
  - Document Management
  - Enterprise Search
  - Classification/Taxonomy
  - Collaboration
  - Expertise Location
  - Project Management/Modeling
  - Business Performance Analysis
  - Bonus Distribution: KMWorld 2016; Enterprise Search & Discovery, Taxonomy Boot Camp, SharePoint Symposium, Gilbane Conference

### KM FOR HEALTHCARE

**October 2016**
- Healthcare Information Management
  - Compliance
  - Security
  - Mobile Health and BYOD
  - Patient Engagement
  - Clinical Data Analytics
  - Cloud-based EHR
  - Bonus Distribution: KMWorld 2016

**December 2016**
- EDMS/ECM/BI/CI/Elearning
  - Content Management
  - Document Management
  - Enterprise Search
  - Classification/Taxonomy
  - Collaboration
  - Expertise Location
  - Project Management/Modeling
  - Business Performance Analysis
  - Bonus Distribution: KMWorld 2016; Enterprise Search & Discovery, Taxonomy Boot Camp, SharePoint Symposium, Gilbane Conference

### KNOWLEDGE MANAGEMENT

**October 2016**
- Web Content Management
  - Multi-Channel Customer Service
  - Enabling Mobile Works and BYOD
  - Locating and Accessing Remote Exerts
  - Video Conferencing
  - Consolidating Communication Infrastructure
  - Customer Engagement
  - Social Media
  - Bonus Distribution: KMWorld 2016

**November 2016**
- BYOD/MWFMPDAs
  - Mobile Applications
  - Information Governance
  - Wi-Fi and 4G
  - Security
  - Smartphone Apps
  - Social
  - Bonus Distribution: KMWorld 2016; Enterprise Search & Discovery, Taxonomy Boot Camp, SharePoint Symposium, Gilbane Conference

### MOBILE WORKFORCE

**October 2016**
- Mobile Applications
  - Information Governance
  - Wi-Fi and 4G
  - Security
  - Smartphone Apps
  - Social
  - Bonus Distribution: KMWorld 2016; Enterprise Search & Discovery, Taxonomy Boot Camp, SharePoint Symposium, Gilbane Conference

**November 2016**
- BYOD/MWFMPDAs
  - Mobile Applications
  - Information Governance
  - Wi-Fi and 4G
  - Security
  - Smartphone Apps
  - Social
  - Bonus Distribution: KMWorld 2016; Enterprise Search & Discovery, Taxonomy Boot Camp, SharePoint Symposium, Gilbane Conference

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