HOW DIGITAL WORKPLACES CAN ENSURE REGULATORY COMPLIANCE

VisualSP®

OVER 2 MILLION USERS

A WHITE PAPER

Contents

Introduction

One of the biggest trends of the digital age across industries is the growing complexity of regulation. Whether it's data privacy, workplace harassment, record retention, or a host of other concerns, organizations must continually revise policies and educate their digital workers so they can make the right decisions day to day.

Bottom line: companies can no longer neglect the necessity of regulatory compliance.

Data breach, data misuse, and data loss continue to make headlines and, consequently, regulations and guidelines are created.

Since 2016, at least 15 companies in the US have faced seven-digit fines for HIPAA compliance violations. These businesses suffer damages not only from debilitating financial loss but also from a negative impact to brand reputation. In many cases, damages go even further when executives and employees are personally prosecuted.

Furthermore, concerns around document management continue to drive conversations toward more requirements and restrictions for companies handling employee and customer private information. The answer often is to provide workplace training.

Organizations are increasingly obligated to routinely review and revise policies as well as provide better training programs, so they (and their employees) can comply with laws and regulations and make the right decisions in their daily work.

In today's digital age, it's in a company's best interest—indeed its very survival—to prioritize governance training in order to successfully navigate and adhere to the complexity of the data regulation landscape.

> It is worth noting that culpability is frequently determined based on whether your training program is seen as effective.
>
> (Harvard Business Review, March, 2018)

To respond effectively to the increasing regulatory trends, every digital workplace should have answers to the following questions:

▸ Are employees working within regulatory guidelines or rules every day?

▸ Is our compliance training program effective enough?

▸ Does our training program satisfy regulators' minimum requirements?

> Keeping policies current with changing regulations is the number one challenge for 47% of organizations. Related, it was also noted that training employees (40%) and managing policy version control (32%) constituted significant challenges.
>
> (Penman, C. & Stephens, R. (2016). 2016 Ethics and Compliance Policy Management Benchmark Report. Retrieved 18 January, 2017)

Despite the urgency of the situation, most organizations still don't pay enough attention to managing tasks that fall under regulatory purview. And, curiously, those that do still rely on ineffective training programs.

Many companies are beginning to realize that traditional compliance training programs don't go far enough.

Training programs are useful but often don't successfully help users adopt compliance policies sufficiently enough to minimize risks. Below is a key reason why this occurs.

Training programs don't resonate with employees

Across organizations, despite major investments into training programs, regulatory compliance remains a challenge because digital workers tend to forget most of what they learn in training rooms within hours.

Instructor-led training events and Learning Management Systems (LMS) might demonstrate that employees have completed a required training course, but that doesn't necessarily equate to an effective training program. It doesn't mean that employees retain the information or can apply those policies in real life.

Training programs, onboarding periods, routine refresher courses, and other approaches have their place but they do little in promoting regulatory compliance throughout the digital workplace.

For instance, employees responsible for document management often find it challenging to develop a habit of saving certain kind of documents to a specific location, especially when they're responsible for a wide variety of documents. Examples of questions that typically occupy a user's mind include:

▸ Is this file appropriate for a cloud repository or should it stay within our network?

▸ Is this file appropriate to share with external recipients?

▸ Does this file meet the criteria for a business record?

Several studies suggest that formal training only accounts for about 10 percent of
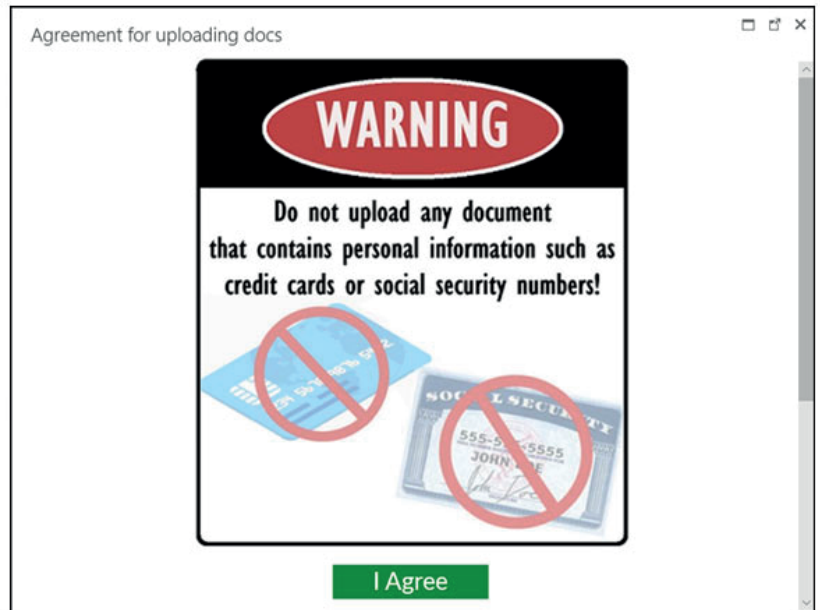
users' skill growth while informal training accounts for 20 percent. A "learn by doing" approach contributes the remaining 70 percent. People learn best by doing.

Whereas training programs often fail, a contextual help system can successfully answer those questions in the moment of need, providing users with instant guidance at exactly the right time. It is a much more effective strategy. In addition, this approach has proven to be sustainable and cost-effective.

Always-on reminders and tip guides are the answer

To effectively minimize poor employee decisions that lead to regulatory problems, organizations are looking to supplement or even replace their formal compliance training programs with ubiquitous in-context help systems that provide real-life guidance across a wide variety of systems, closing the gap between compliance training and compliance mastery.
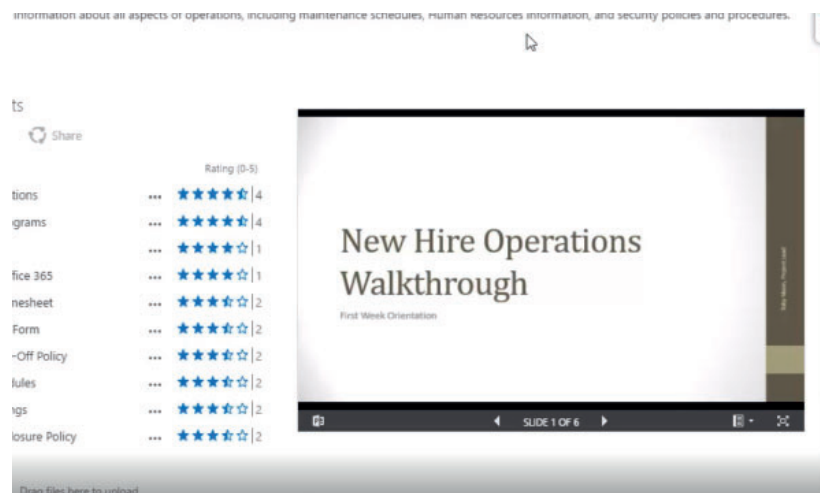
Companies that install a contextual help system into their digital environment provide employees with constantly available reminders to guide users through their tasks while working with regulated information.

Contextual help systems are add-on applications that not only drive user adoption

of the platforms they work with but also ensure that users follow compliance policies to the letter, every time. Their always-on guidance capability allows users to handle sensitive data correctly without having prior knowledge of the interface or without having to recall the required steps. In addition, typical user feedback shows that contextual help systems give companies confidence and peace-of-mind regarding regulatory compliance and data security.

The VisualSP advantage

For more than a decade, VisualSP has provided a market-leading tool for delivering real help to employees. We've also amassed considerable expertise in adoption strategies from the technology world. That expertise can now be directly applied to policy adoption and the challenges it entails. The VisualSP help system can help amplify regulatory expertise when and where employees need it—with minimal effort and optimal results.

VisualSP Anywhere is a browser-based product that delivers a user support panel inside virtually any web platform. This panel follows users across various online tools, always ready to provide compliance support guidance targeted to the tool they are using.

The panel also delivers 'auto-load' help items that appear proactively when and where they are needed, highlighting key requirements like policy changes, refresher deadlines, personal acknowledgments, and so forth.

The VisualSP system includes capabilities indispensable to task guidance. For instance:

▸ Walk-Thru bubbles can show up automatically on specified pages and documents to remind users of necessary steps and provide them with step-by-step guidance. This eliminates the need for users to search the web or go through policy guidelines to find applicable written policies.

▸ With one or two clicks, an employee can display the appropriate help item applicable to the task at hand. Wherever a user goes within a platform, applicable reminders and help items follow.

The system comes with native help items designed to drive user adoption as well. Help media types include: screen-capture videos, quick-tip sheets, annotated screenshots, and more.

Most companies add their own custom help items and optimize content for their specific needs. Administrators can choose to have a help item to display automatically as user arrives at a page or display only when clicked upon. They have centralized control over the help items delivered to employees across many popular platforms.

Built-in analytics reveal which help items have been accessed by users and how often they have engaged with the system, giving compliance managers a robust way to track progress toward set objectives.
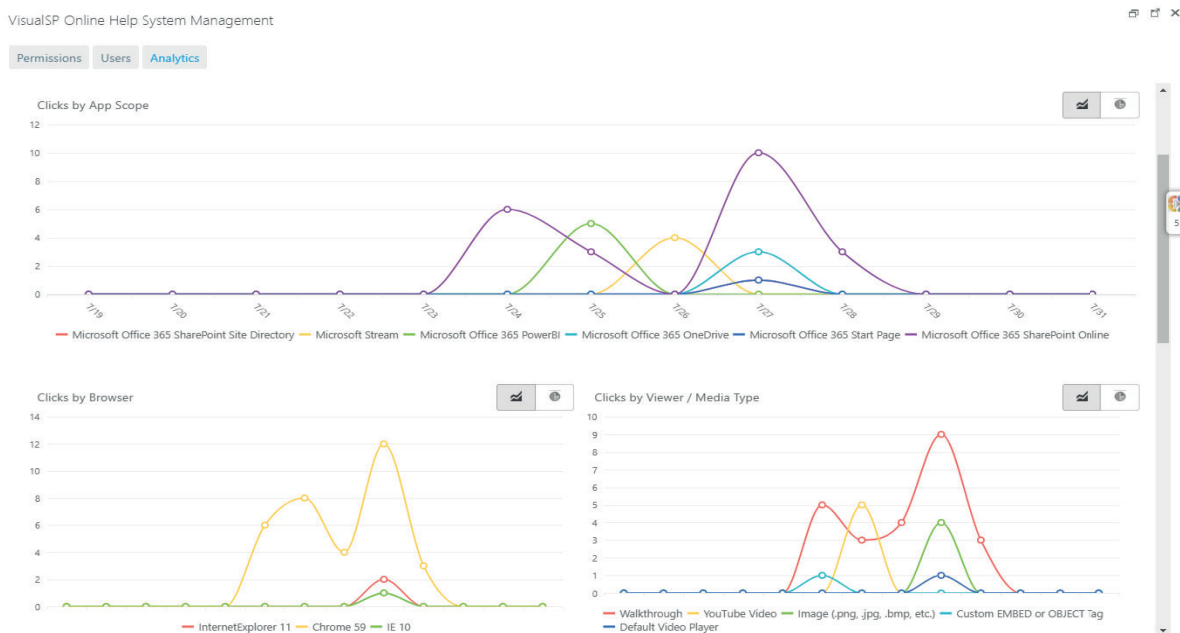
In addition, the VisualSP services team is filled with content experts that know how to make complex content consumable, and how to use advanced product features to deliver it smartly. We coach the compliance experts within your organization to create and curate no-code help items, themselves.

With VisualSP contextual reminders and help items, users learn by doing and adhere to compliance policies every time. They can easily handle documents without major risks and without friction.

Conclusion

In many organizations, running training programs is usually the default way they attempt to help employees adopt compliance policies. Many of these initiatives fail mostly due to the aforementioned limitations of training programs. When it comes to regulatory compliance, these failures can cause heavy damages to a company's finances and reputation.

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Change managers, document managers, compliance managers, collaboration managers and other executives who work with digital tools use VisualSP to drive platform adoption to ensure return on investment. As important, they rely on VisualSP to ensure regulatory compliance and protection of their business assets.

Following easy-to-administer customizations to a deployed contextual help system, the outcome is less guesswork, more consistent decision making, and a reduction in regulatory compliance disasters.

For today's digital workplaces, regulatory compliance is a priority. A contextual help system supports that priority.

GET STARTED TODAY

Please visit the [VisualSP product section of our website](#) and experience our solution for yourself.

▸ Review numerous demonstrations of sample walkthroughs and compliance assistant dialogs

▸ Take a step by step guide how internal site administrations can create their own custom training content

▸ Discover the other features of the VisualSP help system including 100's of short easily-consumed video tutorials, annotated detailed screenshots, compliance guides and tip sheets

There are many other companies developing training solutions for literally hundreds of software applications, what makes us special from other walkthrough and help systems is that our content is produced and curated by SharePoint and Office 365 experts, certified trainers, and authors in the industry. These experts have trained and consulted with thousands of end users, including non-technical SharePoint administrators. Our content authors understand the value of in-context training to support onboarding, compliance mandates and understand the best ways to describe that material.

Join over two million active users worldwide. Visit the VisualSP site and review samples of our help content. Download a limited trial to run on your own browser against your current SharePoint or Office 365 installations. Request a full-featured application to deploy on your own environment and let your own users give it a try.