

Top Mobile Communication Risks and Concerns for Educational Organizations

Students, teachers, professors, and other faculty members are using mobile devices to communicate in new and innovative ways that can really benefit your institution. However, with this communication comes new risks that can damage personal reputations and cast your school, college, or university in a negative light.

Mobile Archiving at a Glance:

OpenText archives mobile communication data for Android, BlackBerry, and iOS, giving you oversight of mobile communications at your school. OpenText also features dual persona. Dual persona separates personal communication data from school communication data through an app that assigns a separate mobile business number to the phone, where teachers and other school staff can call and text, with oversight. All phone call logs and text messages from the app are archived in Retain. This functionality allows for school staff to bring their own mobile device (BYOD) while giving you oversight on mobile communication.

■ Some of These Risks Include:

- + Bullying and cyber-bullying
- + Sexual harassment
- + Discrimination
- + Sensitive information sharing
- + Liability from personal messages

Regulations

Because educational organizations have become highly regulated, they have been forced to not only be aware of regulations but also to be in full compliance with them. A few of these important regulations and guidelines for archiving and retaining electronic communication are listed below. Compliance with these regulations will help your organization avoid fines, sanctions, and other penalties. Compliance can also protect your students, teachers, and professors from the risks involved with email, mobile data, and social media misuse.

- **Family Education Rights and Privacy Act (FERPA):** A Federal law giving students and parents the right to inspect and review the student's education record can apply to mobile data in the form of email and text messaging.
- **5 U.S.C. § 552, As Amended by Public Law No. 104-231, 110 Stat. 3048 (The Freedom of Information Act):** Government agencies such as public schools, colleges, and universities shall make available copies of all records, regardless of form or format. Unlike other regulations, the law doesn't specify how long organizations must retain their mobile messages. IT department must adhere to the information request within 10 days of its receipt.

- Many states have "Sunshine Laws" or Freedom of Information Laws, in addition to the Federal laws.

OpenText Mobile Archiving

OpenText™ archives SMS/MMS, BBM Enterprise and phone call logs for Android and BBM, BBM Enterprise, PIN, SMS/MMS, and phone call logs for BlackBerry. Additionally, Retain archives all encrypted SMS/Text messages and dedicated business phone number data for iOS and Android, via integration with CellTrust and TeleMessage. This means there is no need to tether or sync the device and archiving is done in real time. OpenText™ Retain is the only enterprise-ready archiving solution for iOS, Android, and BlackBerry devices.

OpenText features carrier level archiving of text messages. This gives you oversight on mobile communication data for your iOS, Android and other mobile devices on the mobile carrier network. This solution is ideal for environments with corporate-owned devices, BYOD, or a hybrid environment of both.

With this mobile archiving functionality, you don't lose valuable information, your organization stays compliant and your sensitive data stays securely within your organization.

“We are doing everything we can to stay compliant with text messages and phone calls. The only way to say it and mean it, is to have a system like Retain Mobile.”

STEVE CORDER

Asst. Athletic Director for NCAA Compliance
University of Detroit Mercy

Connect with Us



OpenText offers mobile communication archiving for its Retain Unified Archiving solution.

Retain Unified Archiving: Retain provides unified archiving of all business communication, including multi-platform email and mobile communication for data management, oversight,

and compliance. Retain includes built-in eDiscovery and search tools, easy archive access to end users and administrators and it can be deployed on premise or in the cloud.

Learn more at
www.opentext.com