



Document Management System Selection for MSFT Mixed Reality

UW MSIM Capstone 2021 / Team HackFruit / Peggy Zhang, Yuanfeng Li, Yiliang Wang , Francis Wang

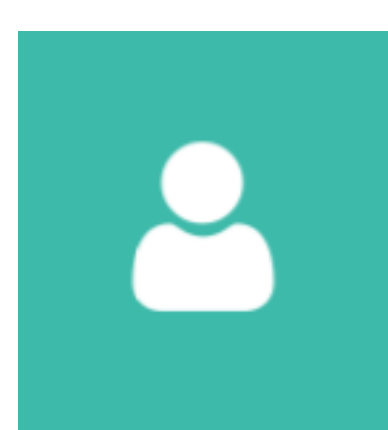
PROBLEM / QUESTION

The problem is that the Microsoft Mixed Reality team lacks an efficient tool to manage their security documents. Our goal is to select the best document management system for Microsoft Mixed Reality team that satisfies all the user requirements.

OUR APPROACH

We conducted a competitive analysis on the service options and took into consideration cloud storage, mobile access, affordability, cost reduction, collaborative work, and security and compliance.

We collected the use cases and categorized those functionalities into four major roles:



General Users

Able to view docs with specific access limitations. Unable to edit, upload, approve policies, etc.



Policy Doc Creators

Able to create policy docs, setting access to others, able to edit, upload policies, etc..



Reviewers

Higher level in company, able to review and approve or disapprove certain policies.



Administrators

Able to set higher level access control to others for certain services. .

COMPETITIVE ANALYSIS



The options are Confluence, Azure DevOps, RSA Archer, and ServiceNow.

General Users

type	Success criteria	Pri ori ty	RSA Archer	ADO	Conflu ence	ServiceNo w
Access Control:	Set access	0				
	Requesting Access without email	1				
Version Control:	A list of versions	3				
	List including various information:	3				
Tag:	Manually generate Tag	3				
	List of tags in advance	3				
Filters:	Searching Bar	3				
	Filter buttons/similar functions	3				

- Access control
- Version control
- Tag
- Filter

ServiceNow has fulfilled all the requirements for General Users. For example, its version control mechanism gives us the most comprehensive views than other tools. As a result, we recommend ServiceNow for General User.

Policy Doc Creators

	priority	RSA archer	Azure DevOps	Confluence	ServiceNow
notification overall	0				
expire notification	0				
<u>mute/repeatable notification</u>	0				
<u>review notification</u>	1				
<u>document template</u>	0				
document creation	0				
<u>document deletion/expiration</u>	1				
document-level access control	1				

- Coverage of all use cases
- Flexibility in development
- Future vertical scalability
- Low migration cost

For policy doc creators, ServiceNow is the tool that ready to achieve all the requirements with the most satisfying performance and noticeable advantages on flexibility, scalability and migration cost.

Reviewers

Features	Priority	RSA Archer	ADO	Confluence	ServiceNow
Manage review requests	2				
Review comment input	3				
Give result tags: approve, reject, etc	3				
Email notifications and in-app cues	4				

- Review workflow
- Review page
- Receive notifications of review requests

From the reviewer's side, Confluence is the best option to build a document management system.

Administrators

	Priority	RSA Archer	ADO	Confluence	ServiceNow
Asset management	2				

- Asset management

We also considered scalability and user experience, and concluded that ServiceNow is the best tool for admins.

CONCLUSION

Based on our research and our competitive analysis, taking into consideration of cost, scalability, and user experience, we have come to the conclusion that **ServiceNow** is the best tool for Microsoft Mixed Reality Team to manage its policy documents.