

From on-prem to Cloud-ready governance: SnoPUD's journey

Client overview | Powering a public utility with confident control



Snohomish County Public Utility District (SnoPUD) delivers essential services to a large, diverse community in Washington State. Alongside reliable power, SnoPUD manages mission-critical information spanning assets, maintenance, projects, and regulatory records. As usage of OpenText™ Content Management expanded - and with a move toward OT Cloud - SnoPUD needed precise access control and trustworthy, large-scale data migration.

>> Governance challenges in a growing environment

SnoPUD's environment grants access in three different ways - via HR provisioning (Employee Central), SAP roles (synced to AD groups), and business-managed groups. That complexity made it hard to answer audit questions such as who has access now, who had access before, and how access was granted.

At the same time, SnoPUD needed to lift large volumes of content from on-prem shares into Content Management without breaking metadata crucial for lifecycle, retention, e-discovery, and compliance.

"We're often asked not just who has access now, but who had access when—and who authorized it. We needed confidence to meet compliance standards."

Jessica Johnson, Business Analyst — SnoPUD

>> The solutions: Permissions you can see, migrations you can trust

SnoPUD's super users and admins relied on Fastman Permissions Manager to see, compare, and correct access cleanly - across sources synced from SAP/HR and business-managed groups:

- ✓ True visibility & "effective permissions" for any user or group—even across lead-app syncs.
- ✓ Compare users / groups side-by-side for onboarding, troubleshooting, and role changes.
- ✓ Copy & replace user/group access to handle backfills, restructures, and leavers.
- ✓ Targeted bulk changes and rollback to reverse mistakes—no guesswork.
- ✓ Collections + temporary access: grant secure, time-boxed access for slices of content (e.g., legal review) without moving documents.



"There wouldn't be any way that we could manage permissions as efficiently or as precisely without Fastman."

Jessica Johnson — SnoPUD

For migrations and ongoing updates, SnoPUD used Bulk Data Manager to move at scale while protecting meaning:

- ✓ **Preserve original metadata** (creator, created date) to keep lifecycle and retention accurate.
- ✓ **Pre-load Excel review** to clean inputs (e.g., strip thumbnails/system files) before import.
- ✓ **Merge and manipulate spreadsheets** to shape the perfect import set.
- ✓ **Detailed logs** validate every transfer, enabling proof and rapid remediation.
- ✓ **Cloud-friendly footprint** (API-driven with a small service), ideal for OT Cloud.



"Bulk Data Manager is a great tool - it works really well and quickly. It gives us and our users confidence that everything is transferred correctly."

Jessica Johnson, Business Analyst — SnoPUD

Benefits

-  **Audit-ready governance:** Clear answers to who/what/when/how—past and present.
-  **Reduced IT workload:** Business users and super users handle routine access and fixes.
-  **Faster onboarding & changes:** Compare/copy/replace accelerate user transitions.
-  **Trustworthy migrations:** Clean inputs, preserved metadata, and logs that prove it.
-  **Stronger adoption:** Targeted permissions, fewer errors, and smooth e-discovery workflows.

"What's my favorite Fastman tool and why? It's tough because they are so highly specialized in their uses. I can't imagine doing my job without either of them."

Jessica Johnson, Business Analyst — SnoPUD

We're proud to support SnoPUD's governance journey- helping their teams see permissions clearly, make changes confidently, and move data reliably. As they continue modernizing, we'll be there to keep their information accurate, secure, and AI-ready.