

# Evaluating Hazel: a guide for operations, compliance and IT

Hazel is a knowledge centre for procedures and guides in Microsoft 365. It's a solution accelerator: the foundation is already built, and iomer builds your organization's version as a single deployment package and installs it in your tenant. Use this guide to run a fair evaluation, prepare for a walkthrough, and build a business case on your own numbers.

## 1 · WHAT TO CHECK

### A checklist for each person evaluating Hazel

Bring these to the walkthrough. Each item is something you can see for yourself, with a procedure like one of yours.

#### Operations

- ☐ Search for a common question in staff's own words. Does Hazel land on the right section?
- ☐ Can required reading go to a specific audience, with a confirmation window?
- ☐ Can you see who has confirmed a change, by team?
- ☐ Can a procedure, job aid and FAQ publish together on a set date?

#### Compliance

- ☐ Pick a past date. Can you see which version was in effect, who approved it and when?
- ☐ Is attestation enforced on regulated approval stages?
- ☐ Try to approve something you drafted. Hazel should stop you.
- ☐ Can you export the audit log and reading confirmations for an examiner?

#### IT

- ☐ What exactly does iomer install, and where does it run?
- ☐ Where is the data stored, and is anything held outside your tenant?
- ☐ Which Microsoft 365 plans and Entra ID groups does it rely on?
- ☐ Which permissions does the package request? Ask for the list.
- ☐ How do changes and Microsoft 365 updates reach you, and how is it removed?

#### Knowledge owner

- ☐ Can your Word templates map to Hazel content types and sections?
- ☐ Import one of your real procedures. What needs rework?
- ☐ Can you manage synonyms, recommended results and reviews without IT?
- ☐ What does Insights show about overdue reviews and searches with no results?

# What regulators expect, and where Hazel keeps the evidence

| MARKET         | EXPECTATION                                                                                                                                                                                                                                       | SOURCE                                                            |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| Canada         | FINTRAC requires written compliance policies and procedures that are kept up to date and, for entities, approved by a senior officer. OSFI's Guideline E-13 expects procedures that support day-to-day compliance, with documentation to show it. | FINTRAC compliance program guidance; OSFI Guideline E-13          |
| United States  | The BSA/AML compliance program must be written and board-approved, and internal controls should provide for timely updates when regulations change. NCUA requires a written BSA policy approved by the board.                                     | FFIEC BSA/AML Examination Manual; NCUA Examiner's Guide           |
| United Kingdom | Firms must regularly review and update their policies, controls and procedures, keep a written record of them and of any changes, and record the steps taken to communicate them.                                                                 | Money Laundering Regulations 2017, regulation 19; FCA SYSC 6.1.1R |

A summary to start a conversation, not legal advice.

| EXPECTATION  | WHERE HAZEL KEEPS THE EVIDENCE                                                                                                                                                     |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Approved     | Staged approvals with due dates and attestation on regulated stages. No self-approval, and a different person at each stage. A committee or senior officer can be the final stage. |
| Current      | A review cycle for each content type, with reminders. Overdue articles show a warning or are hidden. Owners re-certify, revise or retire through an approval route.                |
| Communicated | Required reading for the audiences each change affects, with a confirmation window, recorded against each version.                                                                 |
| Provable     | The version in effect on any date, with author, approver and change summary. An audit log of content, workflow and permission events, exportable to CSV.                           |

iomer reviewed FINTRAC's public notices of administrative monetary penalties against Canadian banks and credit unions published between June 2025 and May 2026. All four cited a failure to keep written compliance policies and procedures up to date. This is iomer's own count, not a FINTRAC statistic. Hazel supports a compliance program; it doesn't make an organization compliant on its own.

## Questions to answer as a team

You don't need every answer for a first conversation. They tell us both how Hazel fits, who should be involved, and how big the job is.

| QUESTION, AND WHAT THE ANSWER TELLS US |                                                                                                                                              | YOUR ANSWER |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <b>1</b>                               | <b>Where do your procedures and policies live today, and how many are there?</b><br>The count and the state of the files size the migration. |             |
| <b>2</b>                               | <b>When someone on the front line needs an answer, what do they do?</b><br>If they ask a colleague, search is where to start.                |             |
| <b>3</b>                               | <b>Who approves a new or changed procedure, and how is it recorded?</b><br>Each distinct route becomes a workflow in Hazel.                  |             |
| <b>4</b>                               | <b>Have examiners or auditors asked for procedures in force on a past date?</b><br>If so, version history and periodic review matter most.   |             |
| <b>5</b>                               | <b>How do you make sure staff have read a change?</b><br>Spreadsheets and read receipts point to required reading.                           |             |
| <b>6</b>                               | <b>How do you organize content now: by product, department, regulation or process?</b><br>This shapes the taxonomy and the filters.          |             |
| <b>7</b>                               | <b>Which content types do you need, and do you have templates?</b><br>Existing templates become Hazel content types.                         |             |
| <b>8</b>                               | <b>Is any content restricted to specific teams?</b><br>Restricted articles need a permissions design.                                        |             |
| <b>9</b>                               | <b>Which intranet do you run, and where should the knowledge centre live?</b><br>Hazel sits on SharePoint pages in your intranet.            |             |
| <b>10</b>                              | <b>How reliable are your Entra ID groups for departments and roles?</b><br>Audiences and routing depend on them.                             |             |
| <b>11</b>                              | <b>Do you want AI answers, and do people have Microsoft 365 Copilot?</b><br>AI answers are optional and off by default.                      |             |
| <b>12</b>                              | <b>Which languages do staff need?</b><br>Multilingual content is a design item to raise early.                                               |             |
| <b>13</b>                              | <b>Who will own the knowledge centre day to day?</b><br>Hazel needs a knowledge owner and named authors.                                     |             |

## Measure today, then again 90 days after launch

Use your own numbers. iomer doesn't supply industry benchmarks for these, because they vary too much between organizations to be useful.

| MEASURE                                                                | HOW TO MEASURE IT                                               | TODAY | 90 DAYS AFTER LAUNCH |
|------------------------------------------------------------------------|-----------------------------------------------------------------|-------|----------------------|
| <b>Staff who use procedures</b>                                        | Headcount of the teams that follow written procedures           |       |                      |
| <b>Minutes to find a procedure</b>                                     | Ask 10 staff to find 3 common procedures; average the time      |       |                      |
| <b>Questions to supervisors per shift</b>                              | Ask team leads to tally for one week                            |       |                      |
| <b>Procedures past their review date</b>                               | Count from your current inventory, as a number and a percentage |       |                      |
| <b>Procedure changes per month</b>                                     | From your change log or approval emails                         |       |                      |
| <b>Hours a month tracking sign-offs and read receipts</b>              | Ask compliance and team leads                                   |       |                      |
| <b>Days to assemble procedure evidence for your last exam or audit</b> | Ask compliance                                                  |       |                      |
| <b>Documents to migrate</b>                                            | Count Word files across libraries, drives and the old intranet  |       |                      |

**Time spent finding procedures, per year** = staff × searches per person per week × minutes per search × 48 weeks ÷ 60 = hours per year.

**Evidence effort** = days to assemble evidence for an exam × exams or audits per year.

## 5 · NEXT STEPS

### From first call to proposal

|                                                                                       |                                                                                                         |                                                                                                                |                                                                                             |
|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <b>1</b><br><b>Discovery call</b><br>How procedures work today and what matters most. | <b>2</b><br><b>Walkthrough</b><br>Thirty minutes with Hazel, set up with a procedure like one of yours. | <b>3</b><br><b>Scoping workshop</b><br>Content types, routes, taxonomy and a sample of the content to migrate. | <b>4</b><br><b>Proposal</b><br>A fixed-price build plus an annual licence, with a timeline. |
|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|

Book a walkthrough at [www.iomer.com/accelerators/hazel/contact.html](http://www.iomer.com/accelerators/hazel/contact.html), call **780.424.3122** or email [contactus@iomer.com](mailto:contactus@iomer.com).