



Seize the Initiative to Make IG Happen

Dr. Susan Cisco, FAI, CRM

February 24, 2017

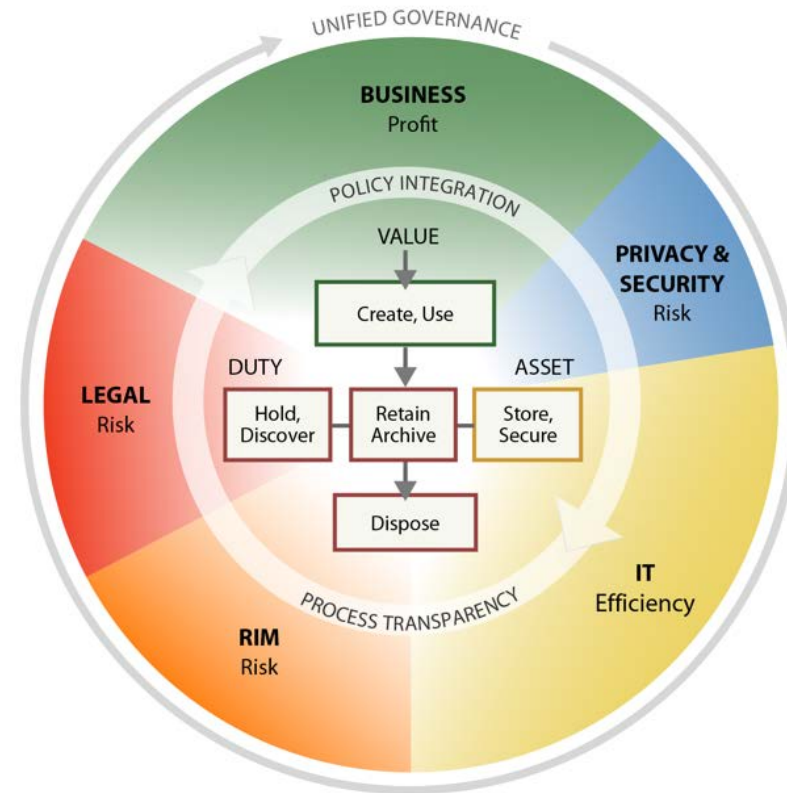
Take Out a Pen and Paper

When you hear the phrase “information governance,” what is the first thing that leaps to mind?

IGRM Model

Information Governance Reference Model (IGRM)

Linking duty + value to information asset = efficient, effective management



<http://www.edrm.net/projects/igrm>

Duty: Legal obligation for specific information

Value: Utility or business purpose of specific information

Asset: Specific container of information

Simple Truths



Adoption of
IG is sporadic



80% of records
now "born digital"



70% of North
American employers
don't know what
you do (83% in Europe)



Over **50%** admit
you're not sure
what is expected of
you

Refine IG accountability

Refine IG framework/foundation

- Policy
- Oversight body
- Local implementation

Prioritize efforts based on:

- Risk
- Volume
- Value

Find and seize the “hook”

Expected and strategic?

- Mergers, acquisitions, divestitures
- Real estate consolidation
- GDPR (General Data Protection Regulation)
- ISO certification
- Office 365 implementation

Unexpected and serendipitous?

- New CIO, GC, CCO
- Downturn in business caused by external factors
- Regulatory audit

Case studies: making IG happen

Insights from industries but applicable to all!



Pharmaceuticals /
Life Science



Oil
and Gas



Food
Service



Financial
Services



Law
Firms



Consulting
Practices



Federal
Government

Case studies: making IG happen

Consolidating systems and applications



Oil
and Gas

Before - Started with 16,000 registered/known applications

- Lack of controls on people acquiring software

After - Now down to 2,500

- More rigor in-place
- IT locked down which systems and applications are allowed, which helped lessen the application growth
- Now focusing on consolidating and retiring systems

Case studies: making IG happen

Consolidating systems and applications: How To



Oil
and Gas

- Identify systems and applications AKA data map
 - Licensing fees and maintenance costs
 - Retention requirements
- Establish a decommissioning workflow / playbook
- Collaborate with teams to identify which can be consolidated and decommissioned
- Assist with retention guidance
- Measure cost savings in licensing fees, maintenance and storage costs

Case studies: making IG happen

Email governance in federal agency



Federal
Government

- Example of a “hook” for IG from an expected source
- Presidential directive issued in 2012 required federal agencies to manage email records in electronic format by December 31, 2016,
- Opens the door for oversight as stakeholders watch how and when agencies are going to meet the directive’s goals

Case studies: making IG happen

Email governance in federal agency: How To



Federal
Government

- To help agencies, NARA put out a template – Capstone
 - Final disposition is based on the role or position of the end-user, not the content of each individual email record
 - Email of senior officials could be scheduled as permanent, eventually being transferred to the legal custody of NARA
 - Email of other federal employees could be scheduled as temporary, with authority for eventual destruction
- Private sector - Recent stats from large oil and gas companies: 58% say email is managed ad hoc at best

Case studies: making IG happen

Merger of three companies retention schedules

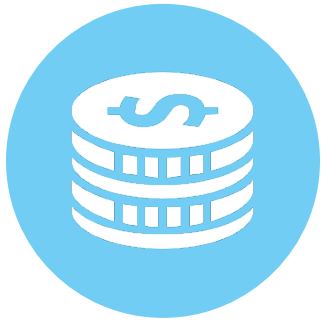


Financial
Services

- 3 retention schedules with conflicting retention periods
- Using retention schedule consolidation to educate and create awareness for IG
- Making a point to manage the entire information lifecycle of information in all formats and media

Case studies: making IG happen

Merger of three companies retention schedules - How To



Financial
Services

- Develop new retention schedule classification scheme and map record types from all 3 schedules
- Conduct legal and regulatory analysis
- Meet with Subject Matter Experts from across the company (50 SMEs x 2 meetings)
- Present final draft schedule to Information Security Committee with 4 requests to extend retention periods
- Final approval by Board of Directors

Tips for success

- 1** Collaborate internally to improve IG controls
- 2** Collaborate externally to broaden and enhance your network of IG experts
- 3** Leverage a business disruption

Reference

- Cisco, Susan & Trombley, Sue. (2016). Innovative ideas for making IG happen! *Information Management*, 50(3), 20-23.
- AIIM. (2016). What will it take to be a NextGen InfoPro? Retrieved from <http://info.aiim.org/what-will-it-take-to-be-a-nextgen-infopro>
- FCW. (2016). Email management deadline looms. Retrieved from <https://fcw.com/articles/2016/12/22/email-deadline-mazmanian.aspx>



Susan Cisco

susan.cisco@gimmel.com

www.gimmel.com

