Ingredients of a Successful Information Governance Initiative

Complex Does not Have to Mean Complicated

Jon Garde, RSD, 25th June 2014
Agenda

- Define Records Management and Information Governance
  - Records Management Processes (ISO 15489, 2001)
  - Information Governance Example (EU Data Protection, 2014)
- ABC of Information Governance
- Popular approaches to Information Governance
  - Approaches that don’t work
  - The approach that does work
  - “Complex doesn’t have to mean complicated”
- XYZ of Information Governance
- Questions
Records Management

KEEP CALM AND FIND YOUR RECORDS MANAGER

Records Management Processes


9.1 Deciding which documents to capture as records

9.2 Deciding how long to retain them as records

9.3 Capturing records
Records Management Processes


9.4 Registering the records

9.5 Classifying the records

9.6 Storing and handling the records
Records Management Processes

ISO 15489 (2001)
Records Management

9.7 Ensuring controlled access to the records
9.8 Tracking the movement and use of the records
9.9 Disposing of the records
Records Management Processes

ISO 15489 (2001)

Records Management

9.10 Documenting records management processes
Records Management Processes

ISO 15489 (2001)

- Capture
- Classification
- Storage
- Access
- Use & Tracking
- Retention & Disposal
Information Governance

EU Data Protection Regulation (2014)
Information Governance Example

EU Data Protection Regulation 2014

Must identify what information is personal

Must inform people how their information will be used

Must ensure that we have consent to collect and use information
Information Governance Example

EU Data Protection Regulation 2014

Must give people access to all the information we have about them

Must respond to requests by people to be forgotten

Must protect information from everyone with no need to know
Information Governance Example

EU Data Protection Regulation 2014

Must notify people within 24 hours if their information is compromised

Must be able to transfer personal data from/to/from another provider

Must ensure transfers are with the consent of the person concerned
Information Governance Example

EU Data Protection Regulation 2014

- Must be able to dispose of the information when no longer needed
- Must dispose of ALL copies of the information
- Must appoint a Data Protection Officer (>250 employees)
Information Governance Example

EU Data Protection Regulation 2014

• Identifying personal information
• Obtaining/proving/retaining consent
• Informing people
• Need to know
• Need to retain
• Regulatory scrutiny
• Capture
• Classification
• Storage
• Access
• Use & Tracking
• Retention and Disposal

• Identifying personal information
• Obtaining/proving/retaining consent
• Informing people
• Need to know
• Need to retain
• Regulatory scrutiny
ABC of Information Governance

A. Information is more than records
ABC of Information Governance

B. Information Governance is about applying policies to information.
C. The organisation is no longer the only (or even the main) stakeholder.
Approaches to Information Governance

Unsuccessful Approaches

Here's an unusual one, Wayne; Gentleman says he's lost an umbrella.
The Blissful Approach

Ignorance is bliss!
The Timewarp Approach

If you do the same thing repeatedly then you will keep getting the same outcome!
Back to the Future

Go back to a happier time!
Keeping Up Appearances

Where information governance is only surface deep!
Fort Knox Approach

Put all the organisations valuables in a very strong vault!
Cleaning Frenzy

Deep clean then start again!
Divergent Approach

Very strict rules inside the city and a very high wall!
Wall-E

Escape the mess and leave it behind!
Approaches to Information Governance

The Successful Approach
Elephant Approach

Complex doesn’t have to mean complicated!
XYZ of Information Governance

15 years ago...

X. IG is not about replacement it is about governing what we have
XYZ of Information Governance

Today...

Y. IG is not about a solution supplied by a single system – it’s about joined up systems
XYZ of Information Governance

Z. Managing Policies...

...Managing Governance
The only patent-pending information governance solution for in-place active policy enforcement

*Policy to Enforcement to Measurement*
Thanks For Your Attention