Information Governance

Lipstick on a Pig or the New Bacon?

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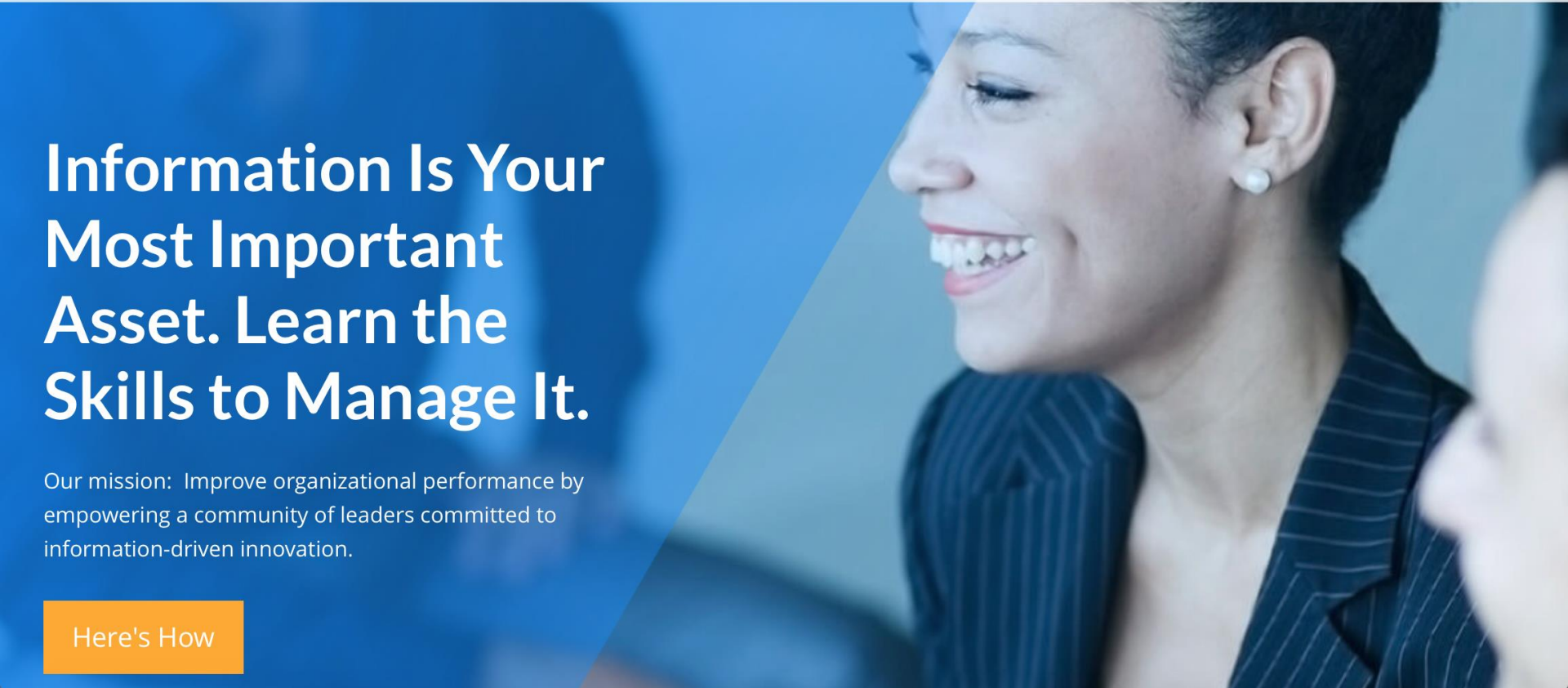


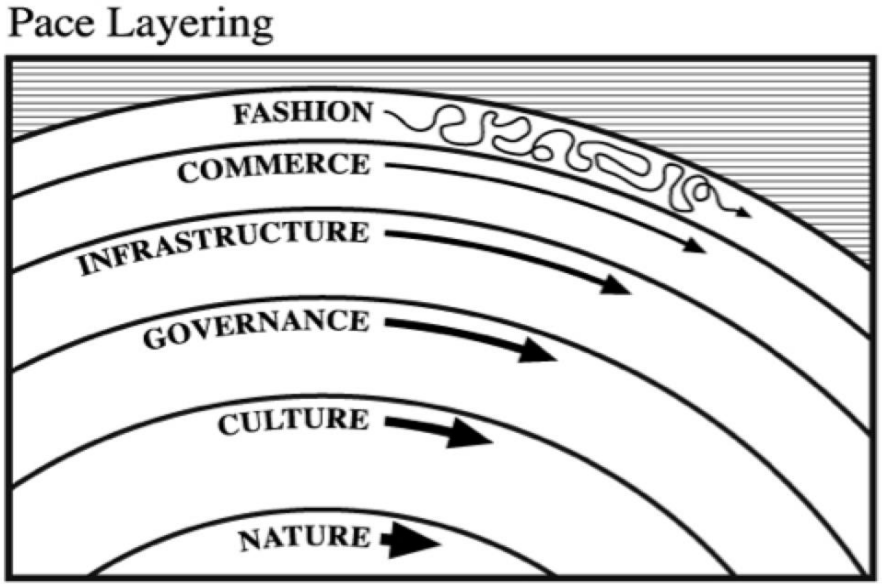
Information Is Your Most Important Asset. Learn the Skills to Manage It.

Our mission: Improve organizational performance by empowering a community of leaders committed to information-driven innovation.

Here's How

Agenda

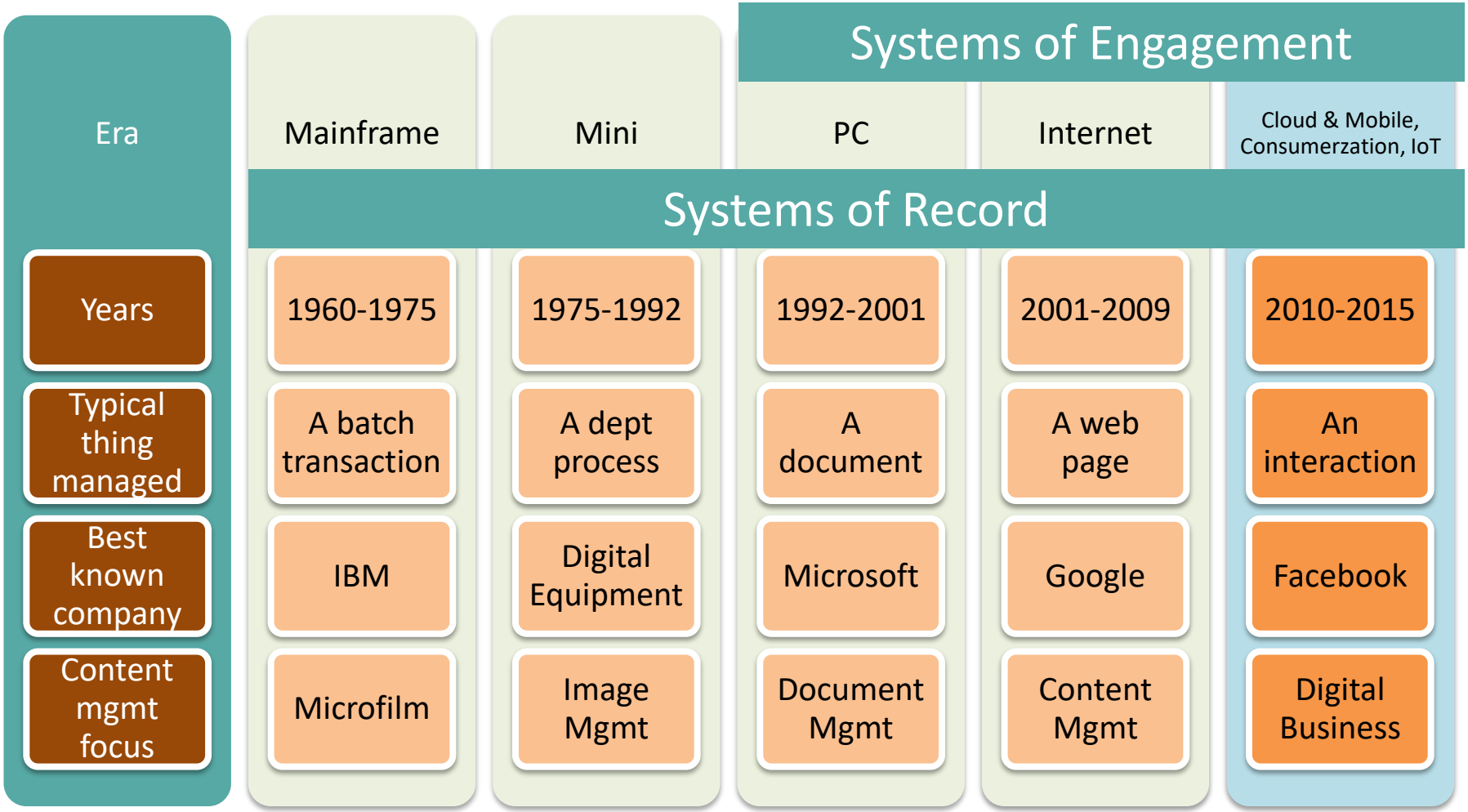
- Our History…
- Disrupter #1: Cloud & Mobile
- Disrupter #2: Consumerization
- Disrupter #3: Internet of Things
- Information Governance (IG)
- IG insights from 300+ companies
- The Value of IG
- Next Steps



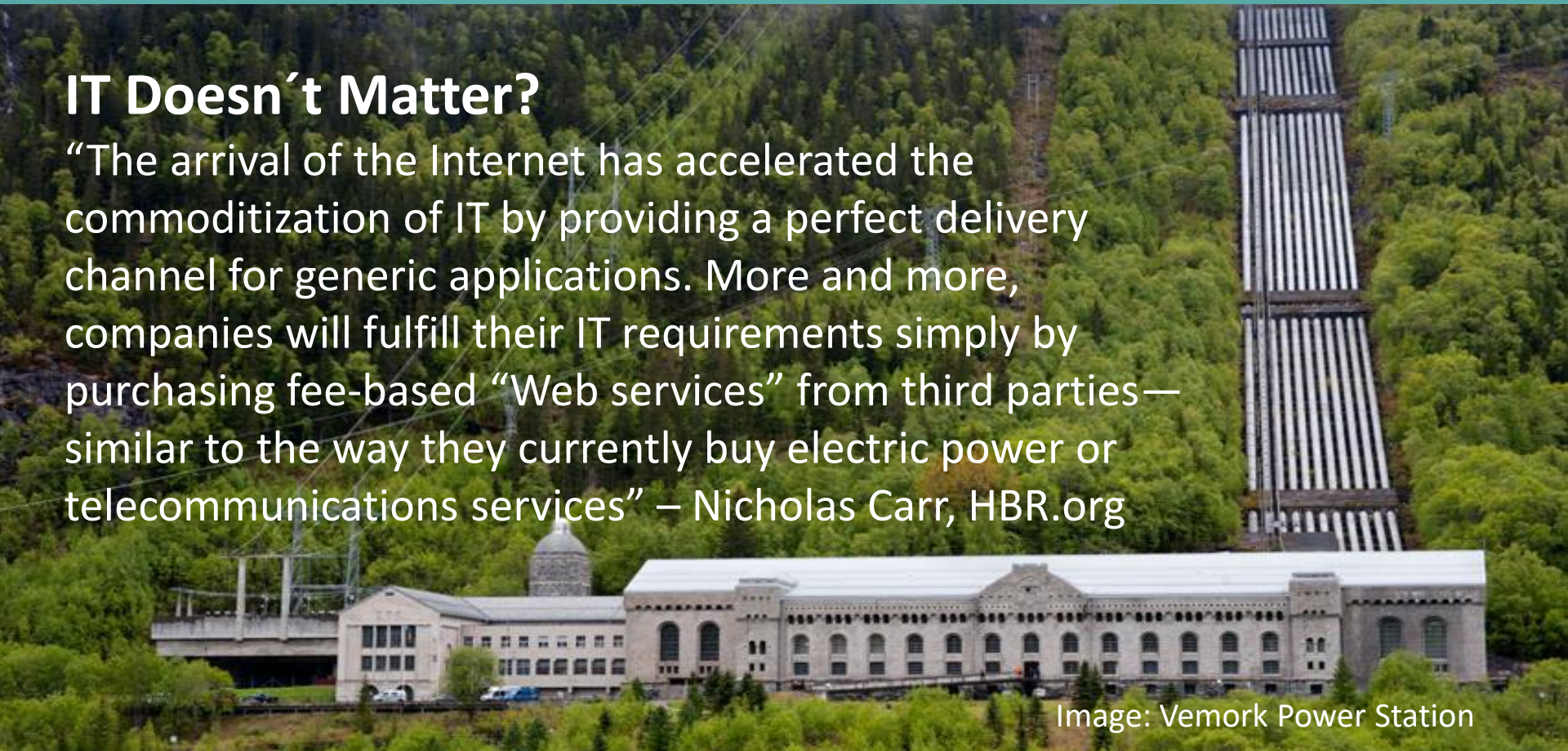
Information Management

The same as EierlegendeWollMilchSau…?

Image source = http://www.customercentricthinking.com


Systems of Engagement
Era
Mainframe
Mini
PC
Internet
Cloud & Mobile, Consumerzation, IoT
Systems of Record
Years
1960-1975
1975-1992
1992-2001
2001-2009
2010-2015
Typical thing managed
A batch transaction
A dept process
A document
A web page
An interaction
Best known company
IBM
Digital Equipment
Microsoft
Google
Facebook
Content mgmt focus
Microfilm
Image Mgmt
Document Mgmt
Content Mgmt
Digital Business

Disrupter #1 – Cloud & Mobile



IT Doesn´t Matter?

“The arrival of the Internet has accelerated the commoditization of IT by providing a perfect delivery channel for generic applications. More and more, companies will fulfill their IT requirements simply by purchasing fee-based “Web services” from third parties—similar to the way they currently buy electric power or telecommunications services” – Nicholas Carr, HBR.org

Image: Vemork Power Station

From Technology to Information

Source: Joseph P. Larizza, Chief Administrative Officer, Fieldpoint Private

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nbcnews What a difference 8 years makes. St. Peter's Square in 2005 vs. 2013. #NBCPope

view all 227 comments

barbiepilla So true.

krukau Thanks for Steve Jobs

karla_iv Haha.. good one

horacioooh Ohhh!!!

d374n3y Thanks for iPhones !

young_bati Electronics become an indispensable part of our lives!

ari.so.lit Lol

alpc84 I love your stories

lexamartens I think it's so true :)

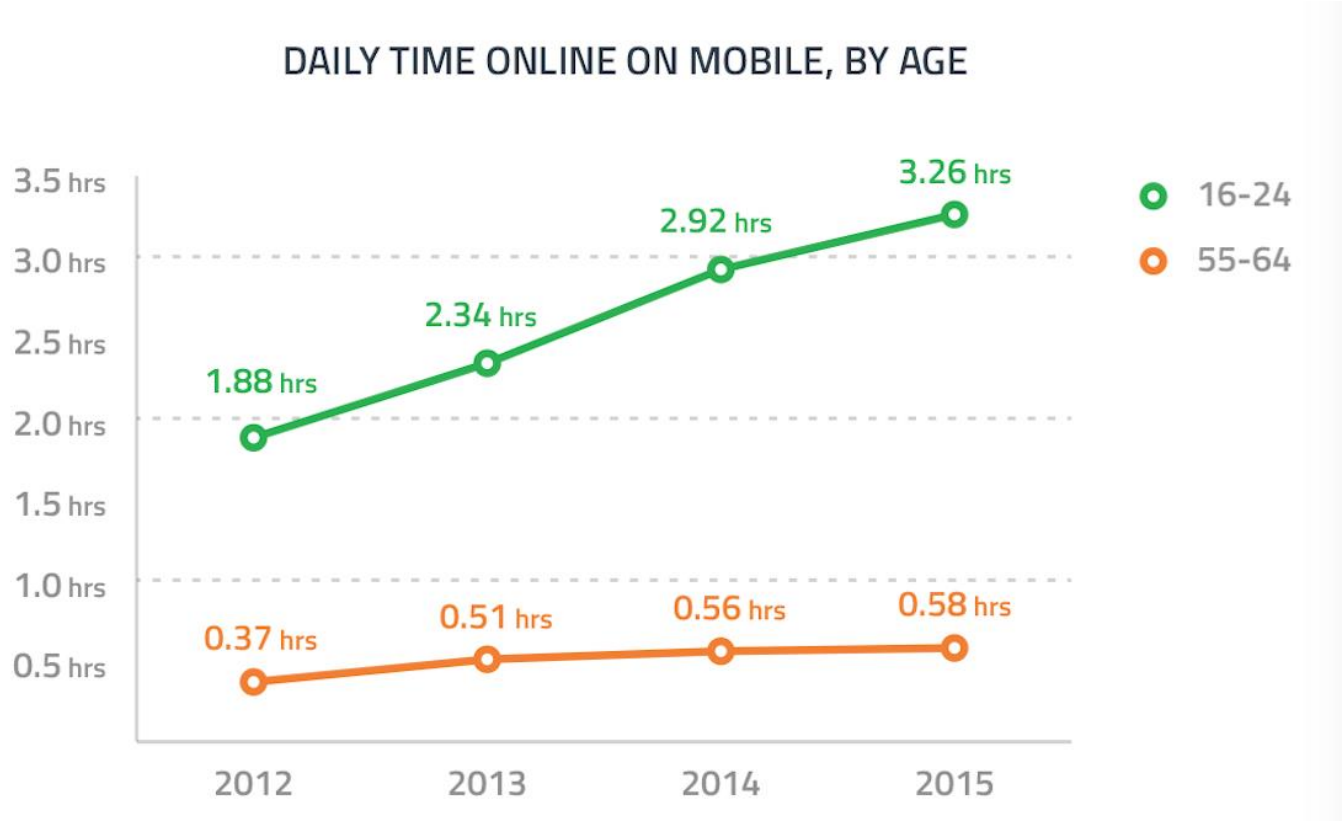
mocheesey That's a big difference

andybiersackforlife1313 Omg

azure_knick333 No, that's a #boner4life

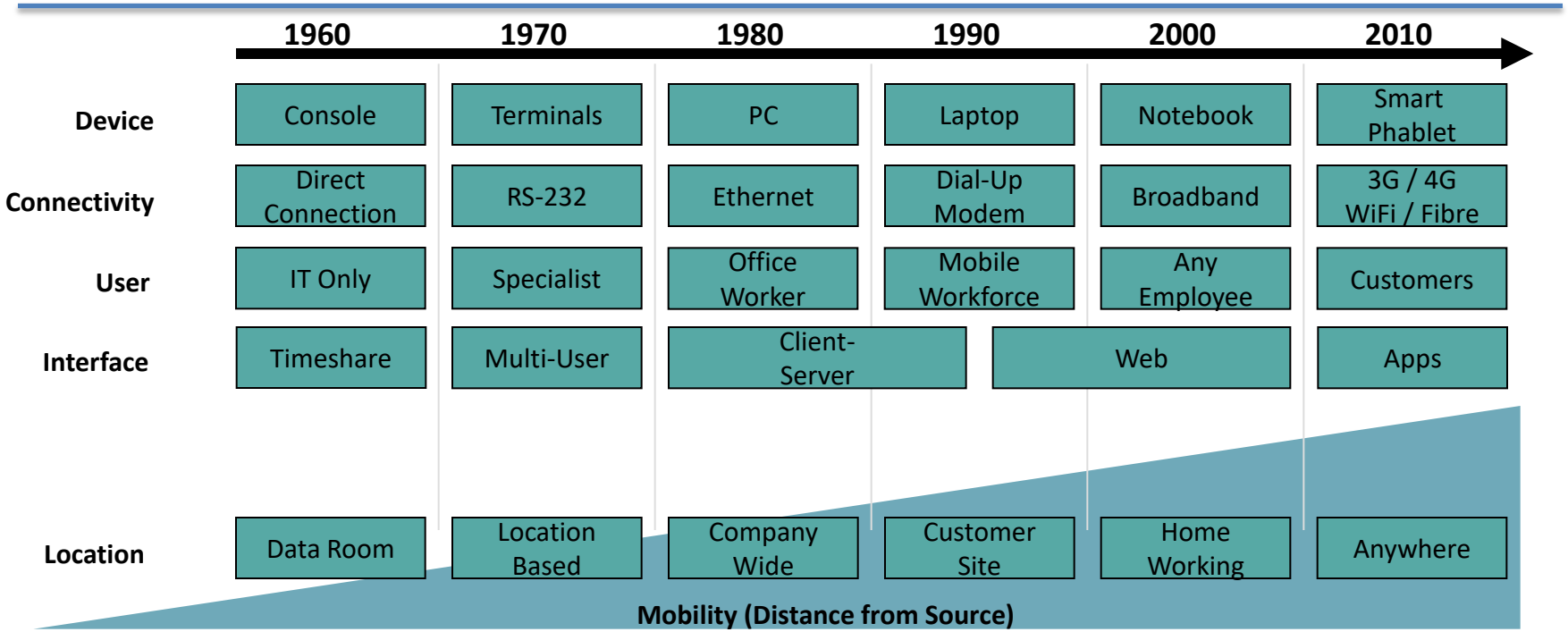
Add a comment...

The Mobile Mind Shift



Source:
Global Web Index
2012-2015

The Democratization of Technology

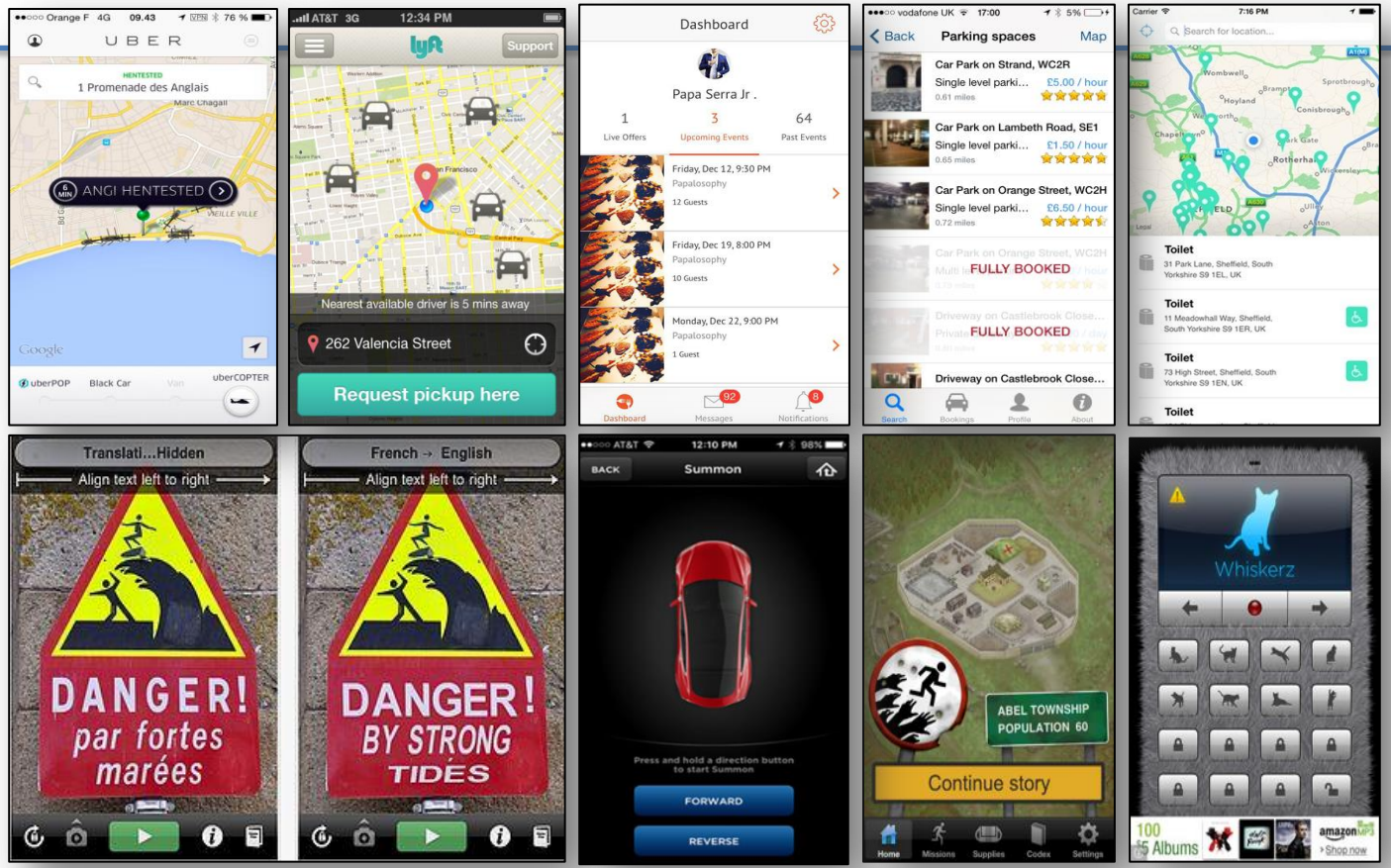


Source: George Parapadakis, Alfresco

Information Everywhere

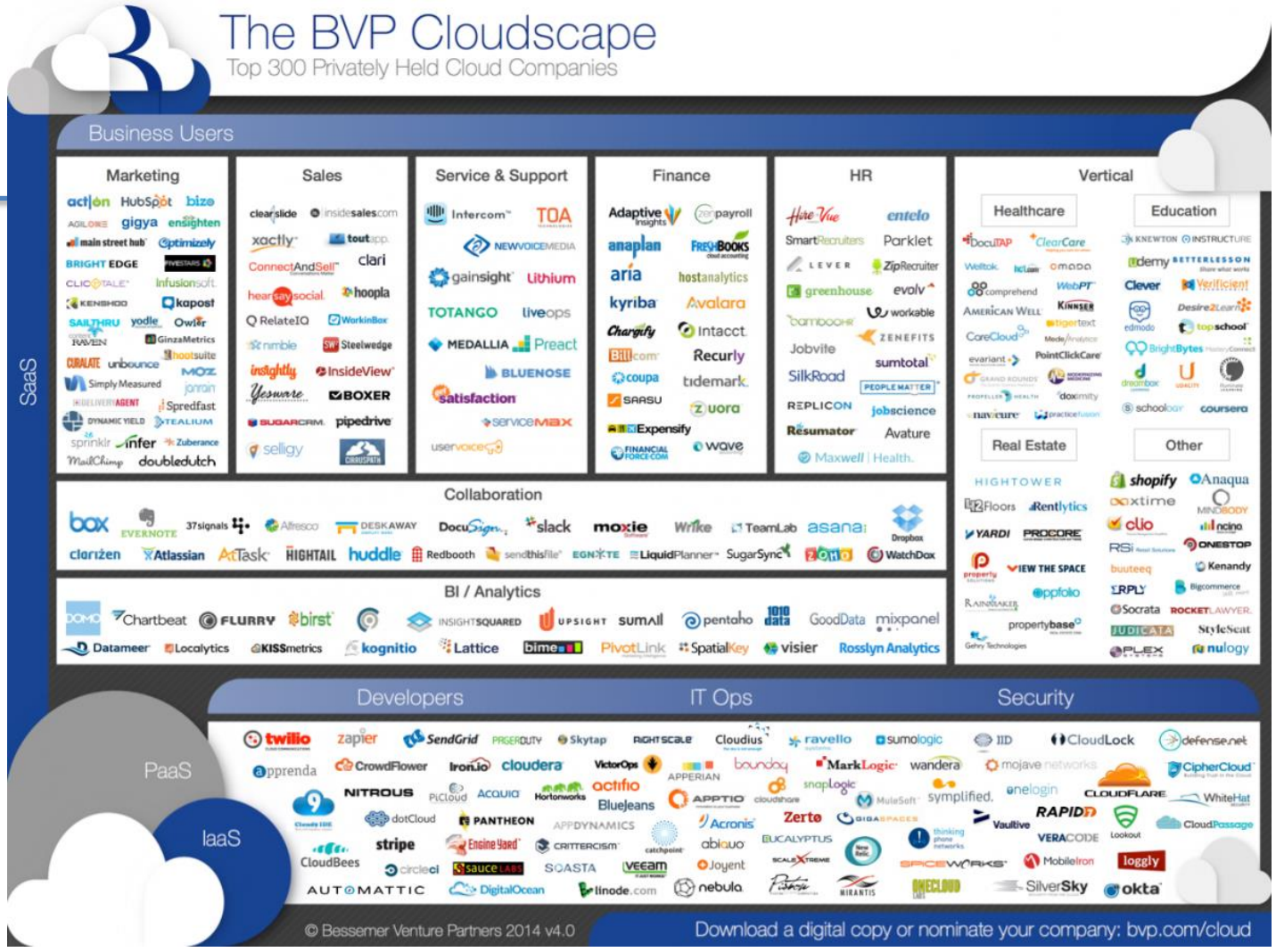
Photo source: http://www.flickr.com/photos/globalx/4864001692/

Disrupter #2 – Consumerization



aiim

The Appification of the IT Industry



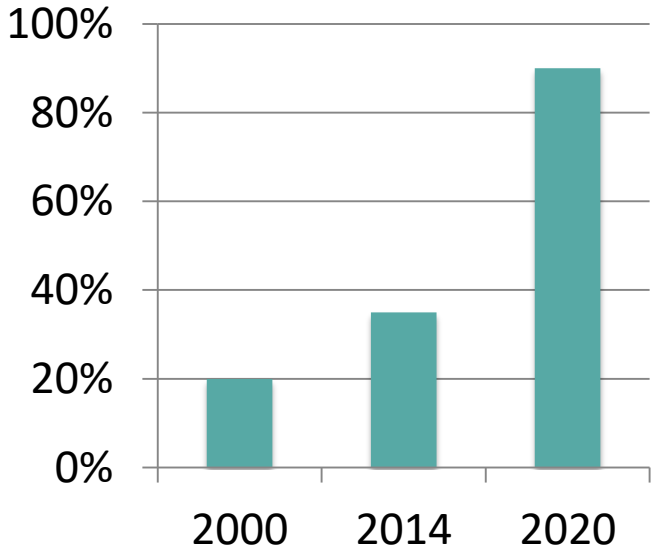
The Impact on Enterprise IT

"Significant" or "very significant" business problem:

- High Cost of Ownership – 91%
- Difficult Upgrades – 87%
- Poor Cross-Functional Processes – 86%
- What the Apps Deliver Doesn't Match Business Requirements – 80%
- Inflexibility Limits Process Change – 75%

Source: Forrester survey among business execs

Business Control of Tech Spending



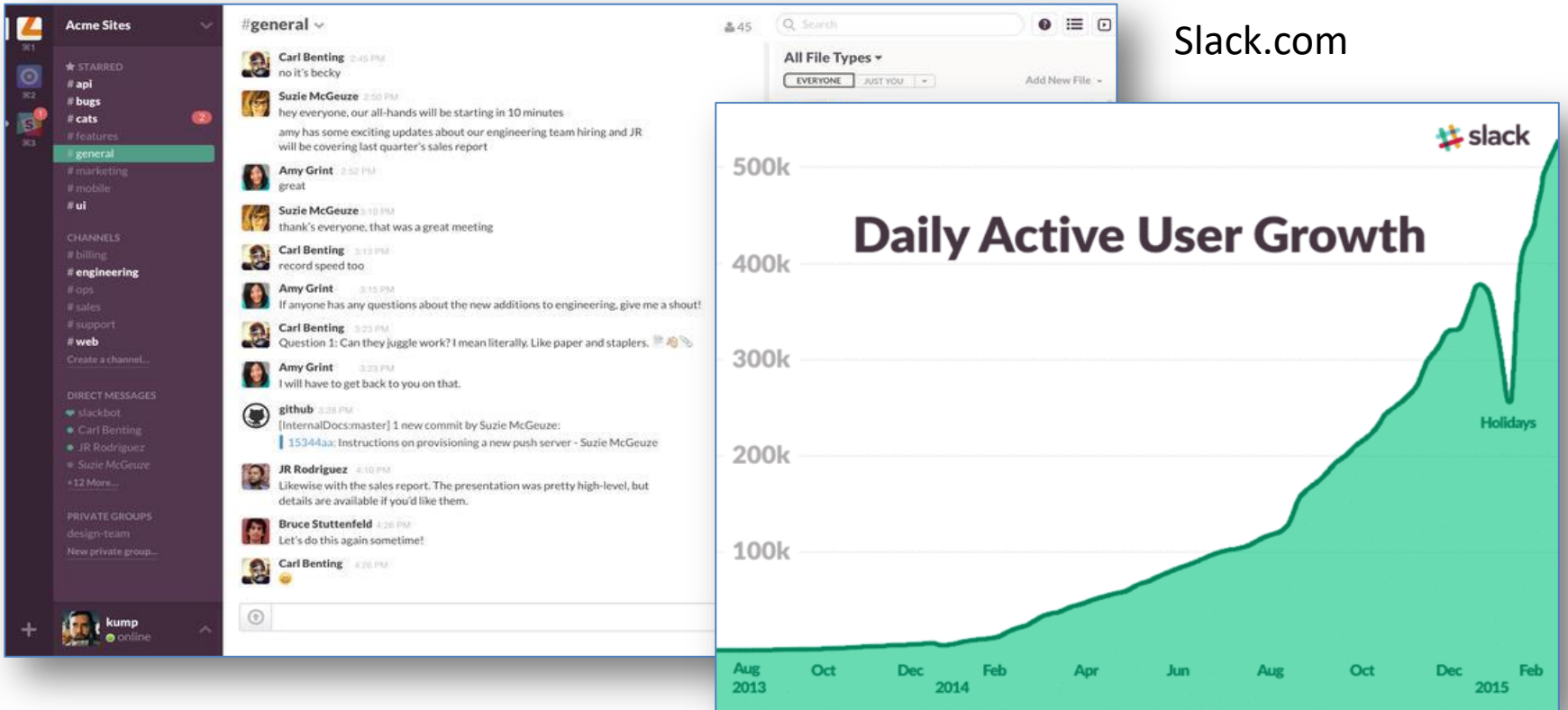
Source: Gartner

BYOD - Bring Your Own Device

"Why create a technology environment that will just drive to average [business] performance? To empower employees to do it their way is a huge deal. It's an inevitable reality. As I see it, there's a bigger risk associated with not doing that." -- Mark Dajani, CIO at Kraft Foods

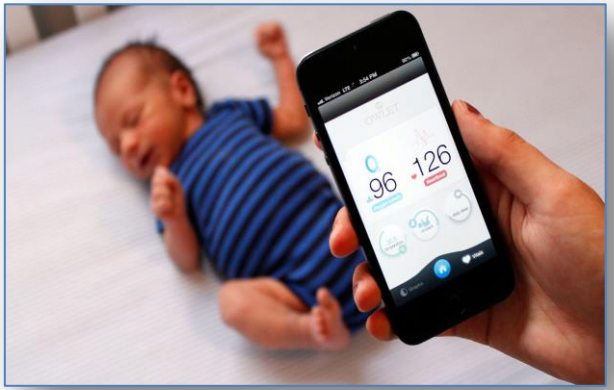
Salesforce Wave and Salesforce1 apps for Apple Watch

BYOA - Bring Your Own App?



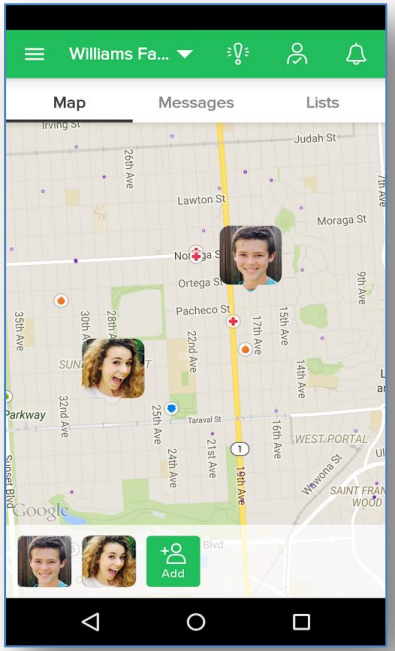
Slack.com

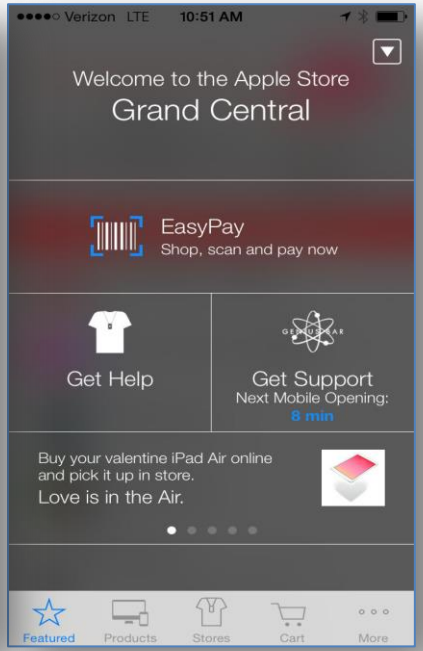
Disrupter #3 – Internet of Things



Everything is (Soon) Connected

GPS, iBeacons and ZigBee wireless radios.





Say goodbye to…

- Keys
- Wallet
- Keycards
- Credit cards
- Remote controls
- ID cards
- Baby monitors
- Navigation systems
- Watches
- Remote controls
- And many more…

Welcome to the Everything Everywhere Era of Information Management

"Never knew where it was, never know it's gone."

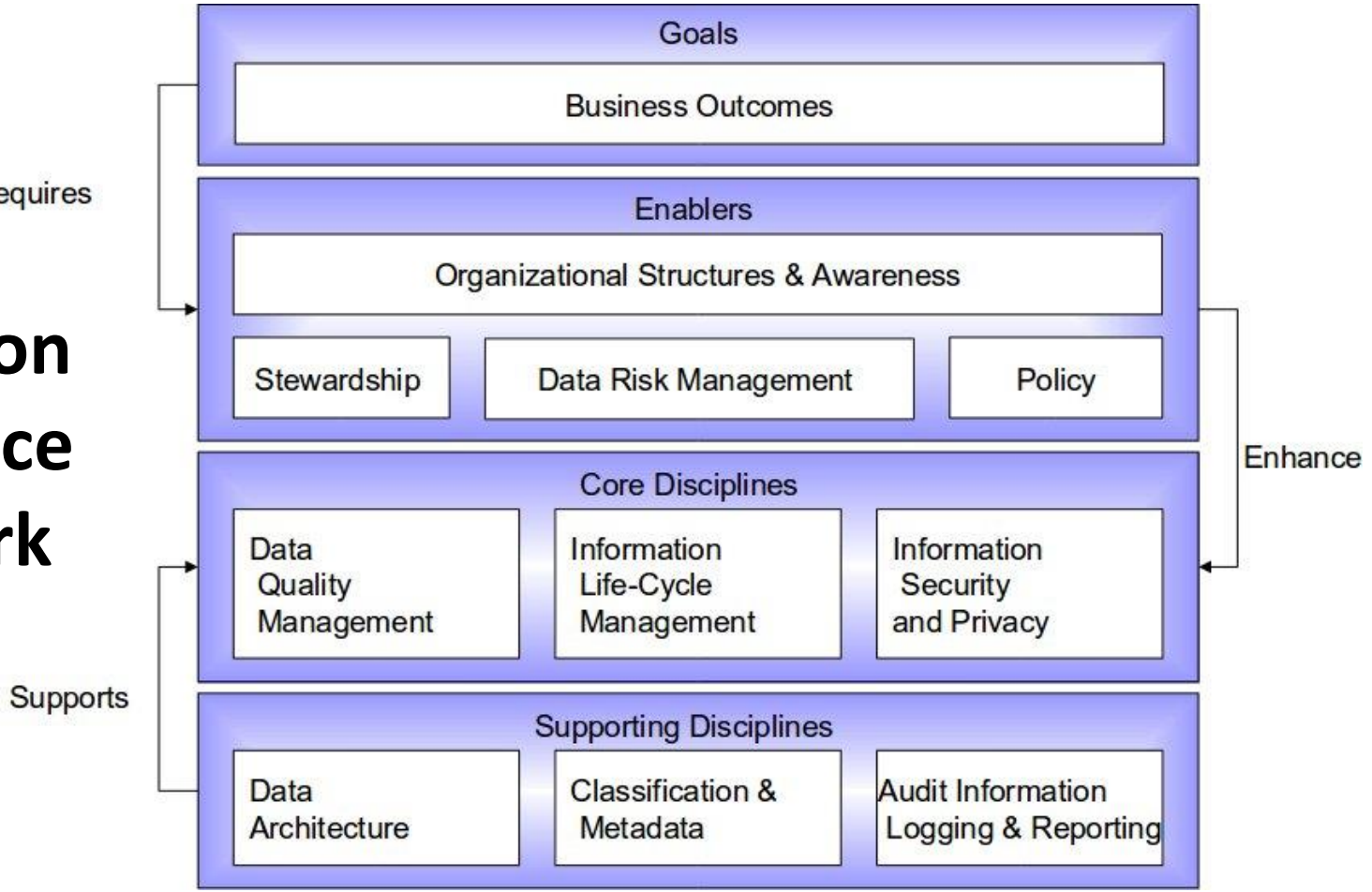
Image source: http://www.hi-techrevolution.com/

Information Governance

Information governance, or **IG**, is the set of multi-disciplinary structures, policies, procedures, processes and controls implemented to manage information at an enterprise level, supporting an organization's immediate and future regulatory, legal, risk, environmental and operational requirements.

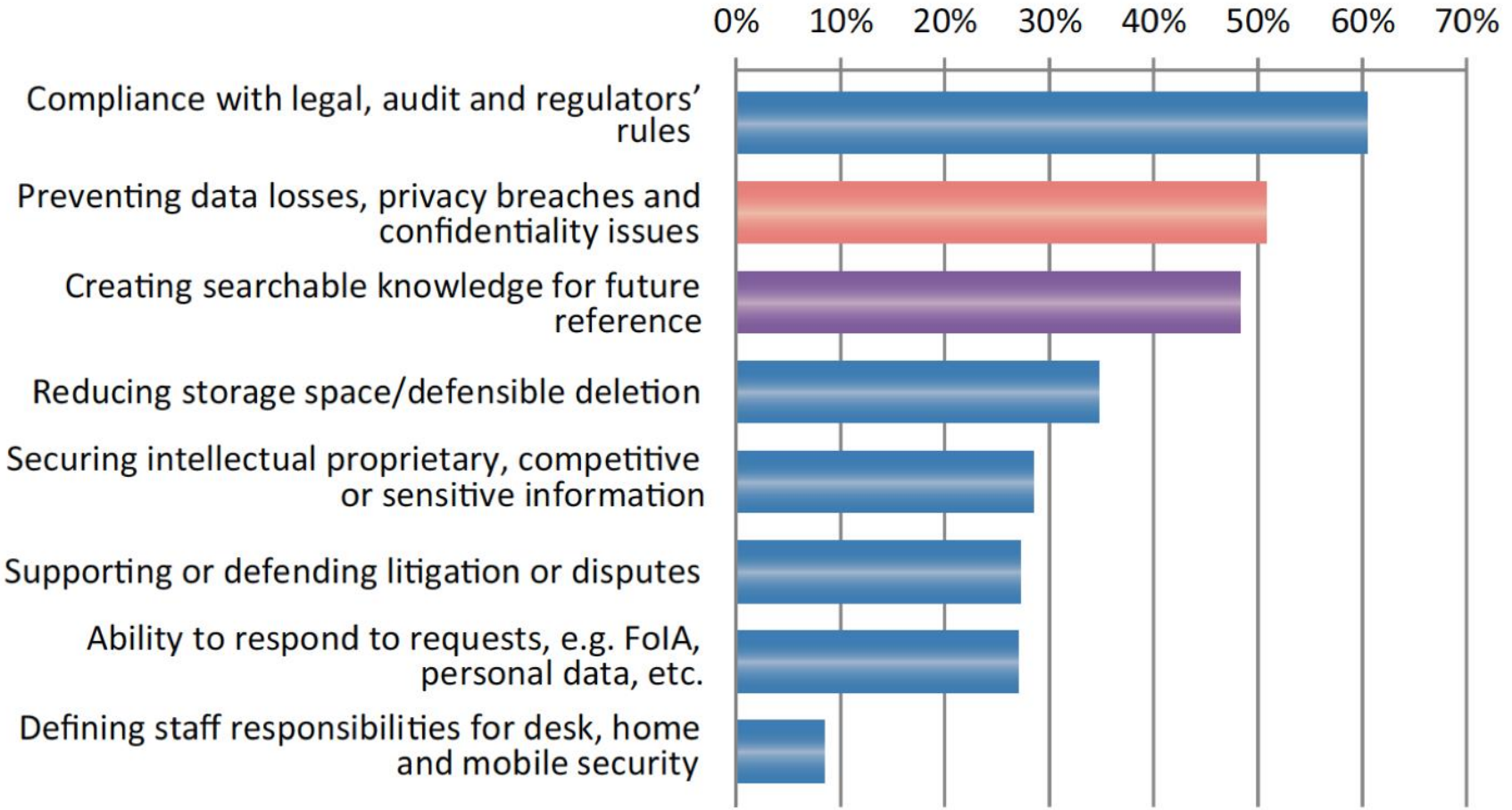
Source: Wikipedia.org

Information Governance Framework

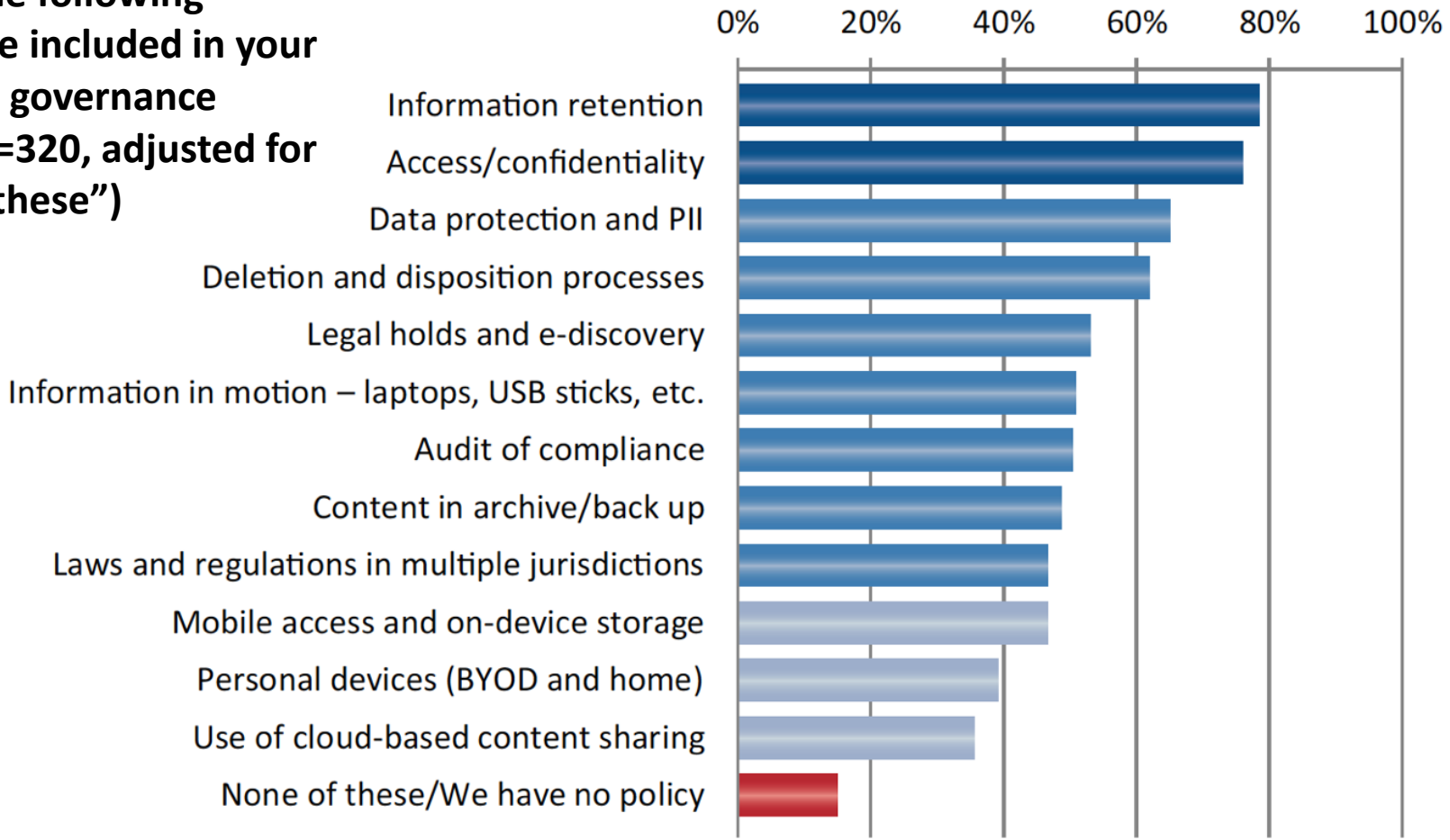


Source: IBM Data Governance Council Maturity Model

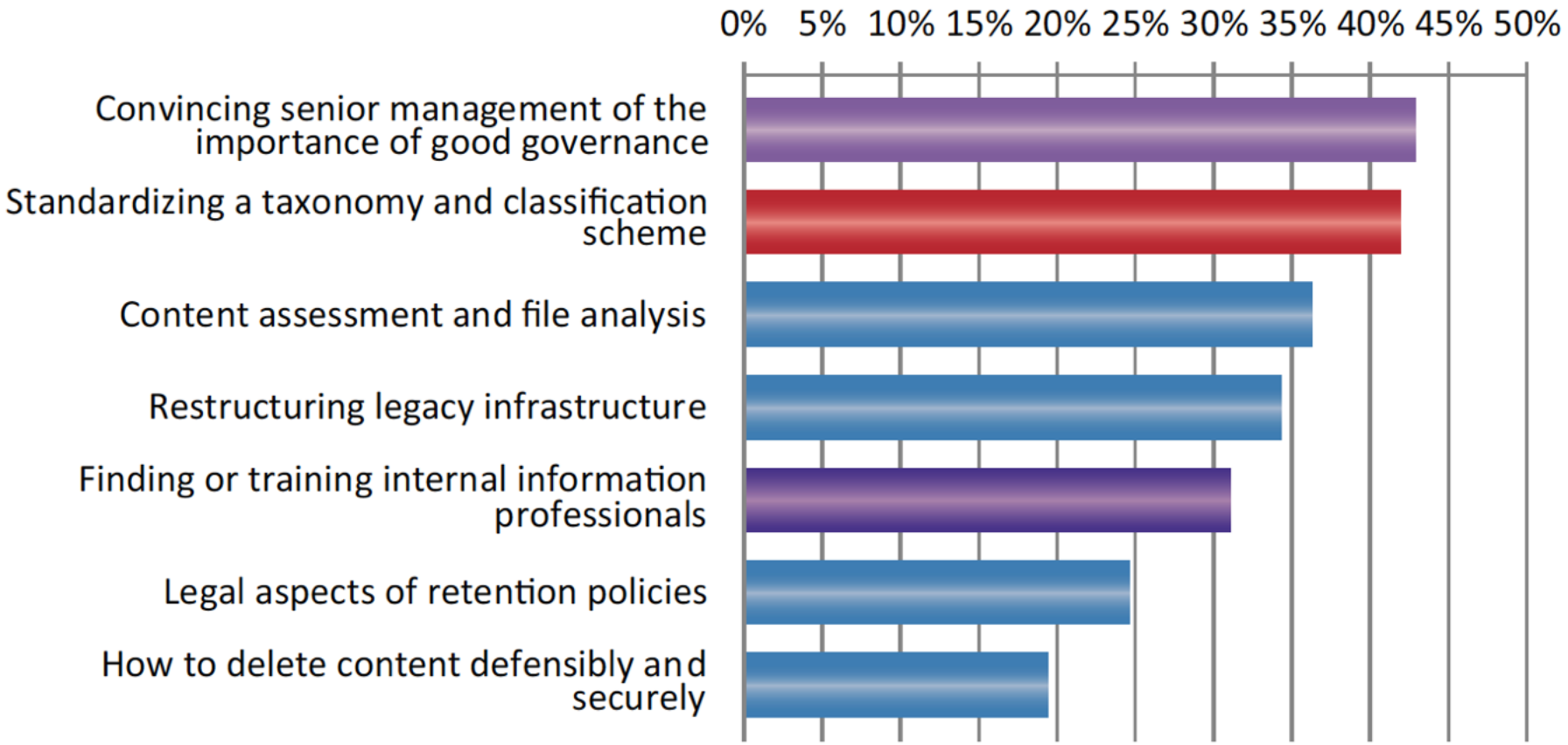
What are the three biggest drivers to create and enforce IG policies in your organization?



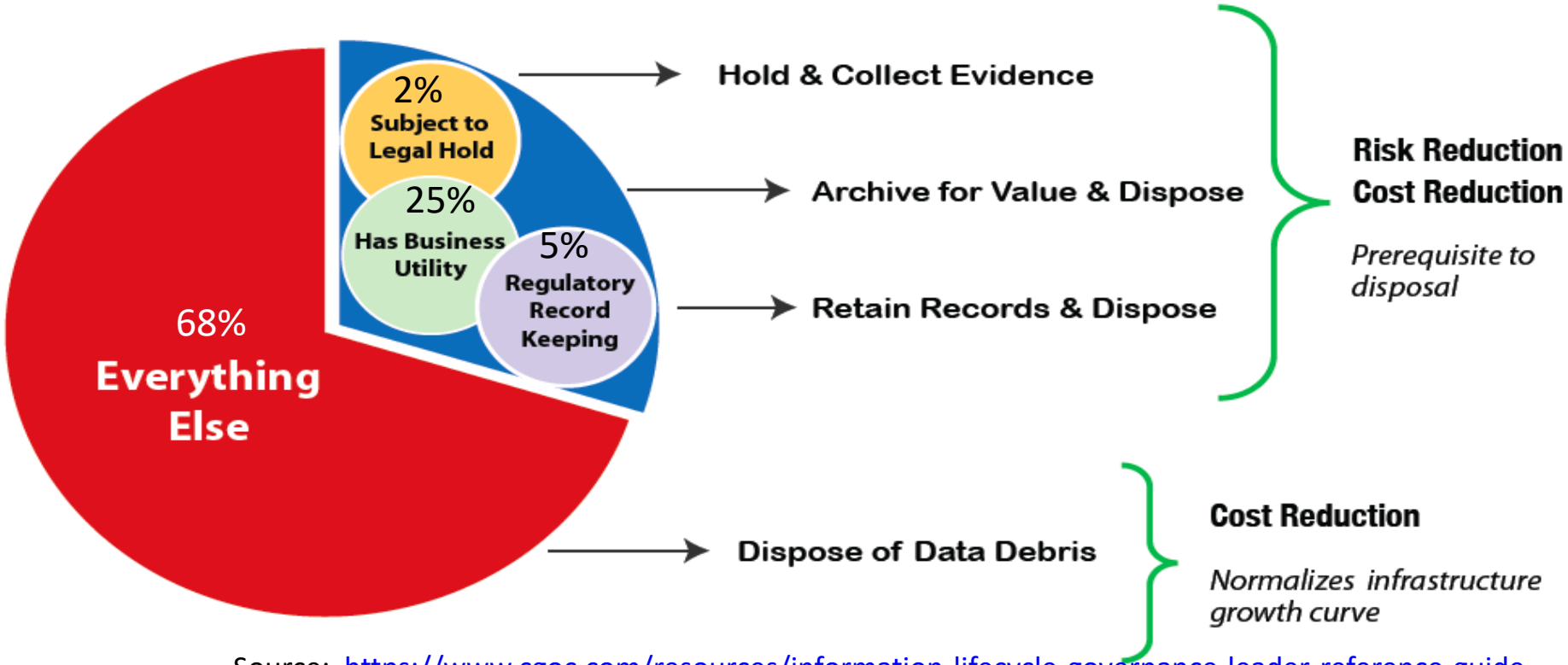
Which of the following elements are included in your information governance policies? (N=320, adjusted for 16% "All of these")



In what areas have you used (or could you use) external help to get started or build out your IG project? (N=289)



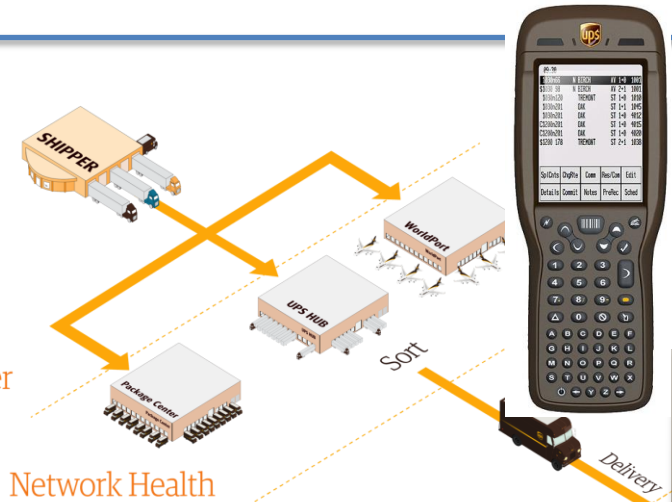
Reduce Costs

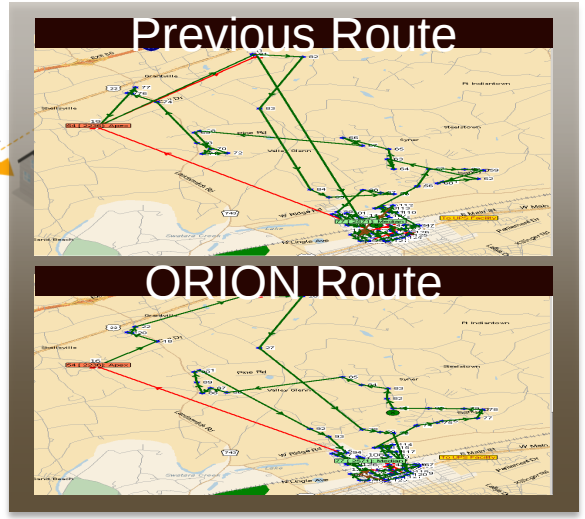


Source: https://www.cgoc.com/resources/information-lifecycle-governance-leader-reference-guide

Reduce Costs

- UPS experience big savings from attention to detail
  - 1 mile is worth $50M
  - 1 minute is worth $14.6M
  - 1 minute of idle time is worth $515K

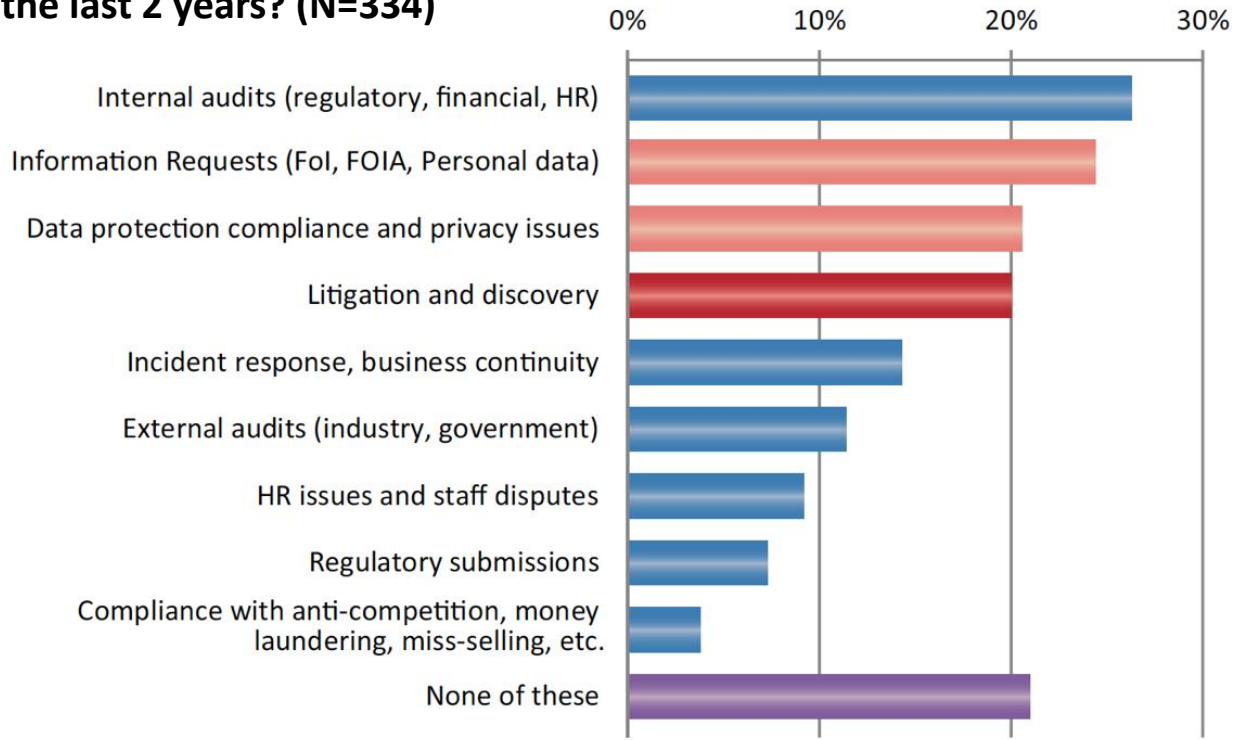




Source: Divya Sachdev, Head of SCS IT, UPS Europe

Manage Risks

In your organization, has non-compliance with good IG practice created a significant issue with any of the following in the last 2 years? (N=334)



Manage Risks

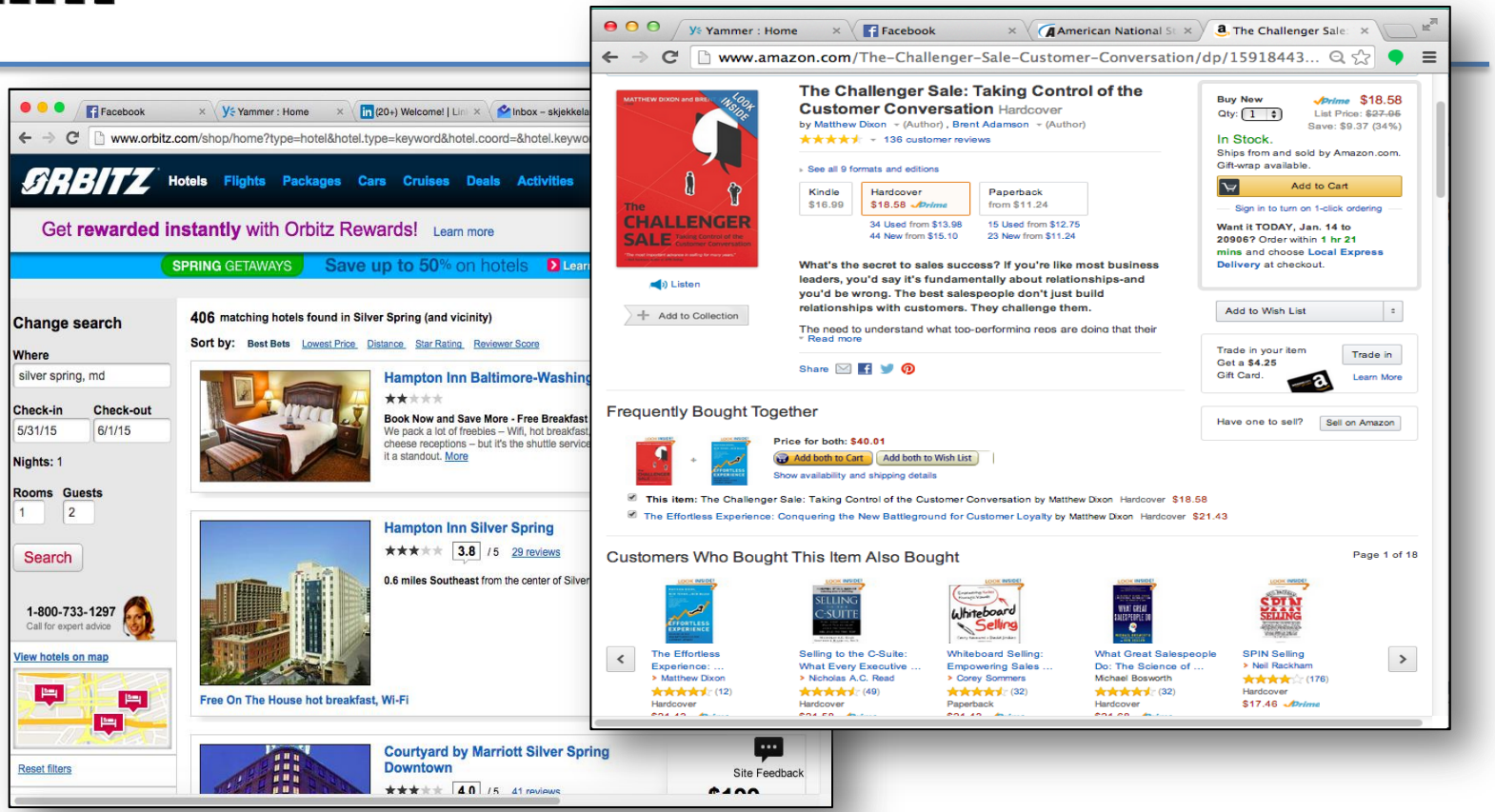
How to Automate Records Management	
Identifying and capturing records	User-driven based on content templates
	User-driven based on document folder or site
	User-driven but with auto-classification, auto-categorization, and/or entity extraction to assist
	Analytics-driven based on rules, algorithms, and semantics to identify and capture records
Securing records	Analytics-driven security classification, redaction and/or expungement
Managing records	Inherit retention based on file plan and metadata
	CMIS and connectors to manage-in-place
Accessing records	Improve search and recommendations with auto-classification, auto-categorization, summarization, and entity extraction to add more index information
Records disposition or transfer	Workflow with approval by records staff
	Analytics-driven based on rules & algorithms

Image source: AIIM ERM Practitioner training course

US Dept of the Interior

- 800M+ emails a year
- 2.5M records a day
- 5,500+ FOIA cases a year
- 200+ ongoing litigation cases

Add Value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Nights: 1
Rooms 1
Guests 2
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View hotels on map
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Hampton Inn Silver Spring
3.8 / 5 29 reviews
0.6 miles Southeast from the center of Silver
Free On The House hot breakfast, Wi-Fi
Courtyard by Marriott Silver Spring Downtown
4.0 / 5 41 reviews
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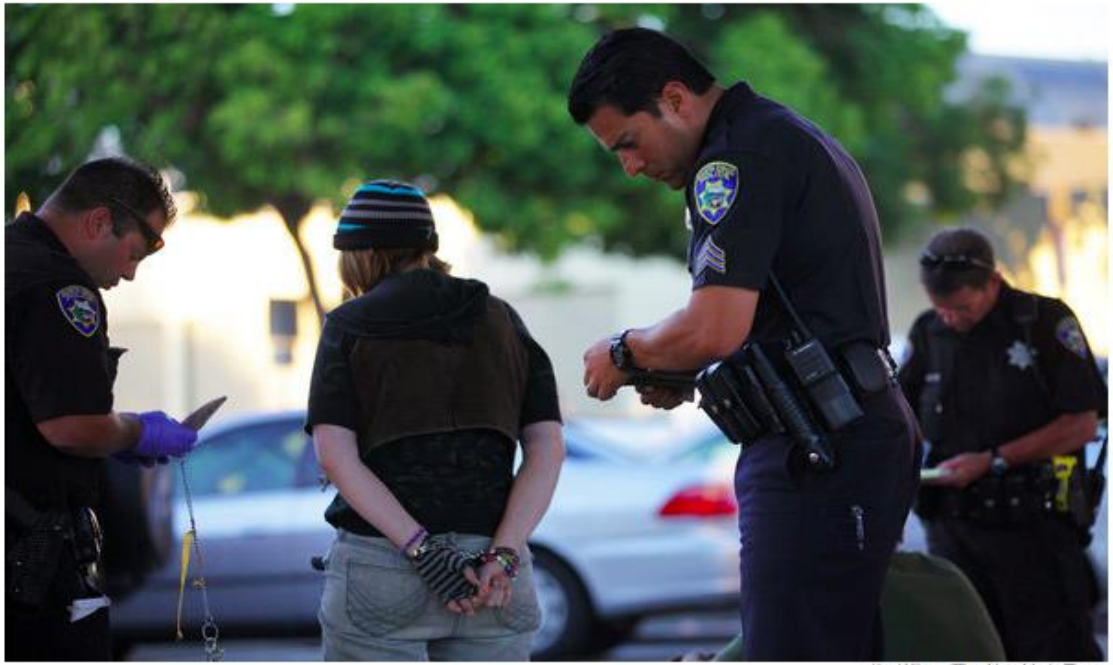
Create a New Reality

The New York Times

U.S.

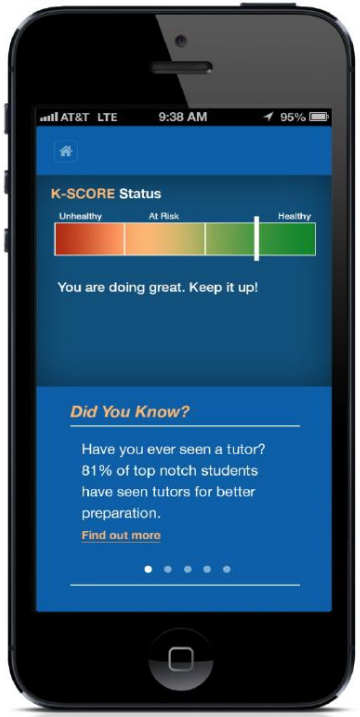
Sending the Police Before There's a Crime

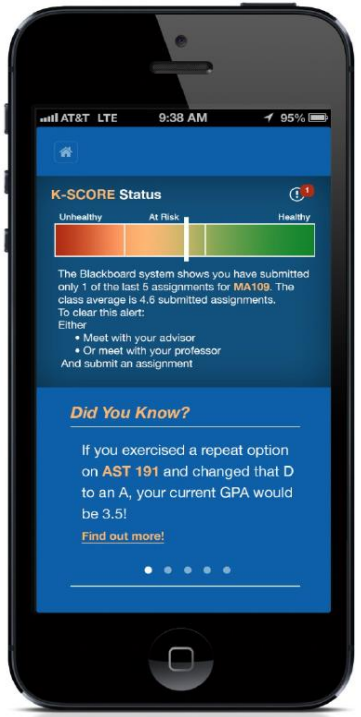


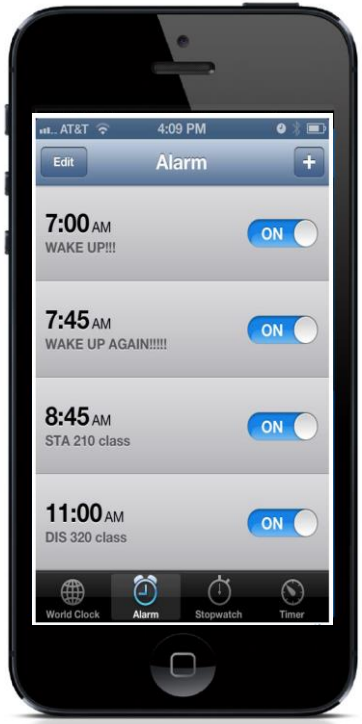
Jim Wilson/The New York Times

Officers at a location flagged by a computer program as a place where car burglaries were especially likely put a woman in custody.

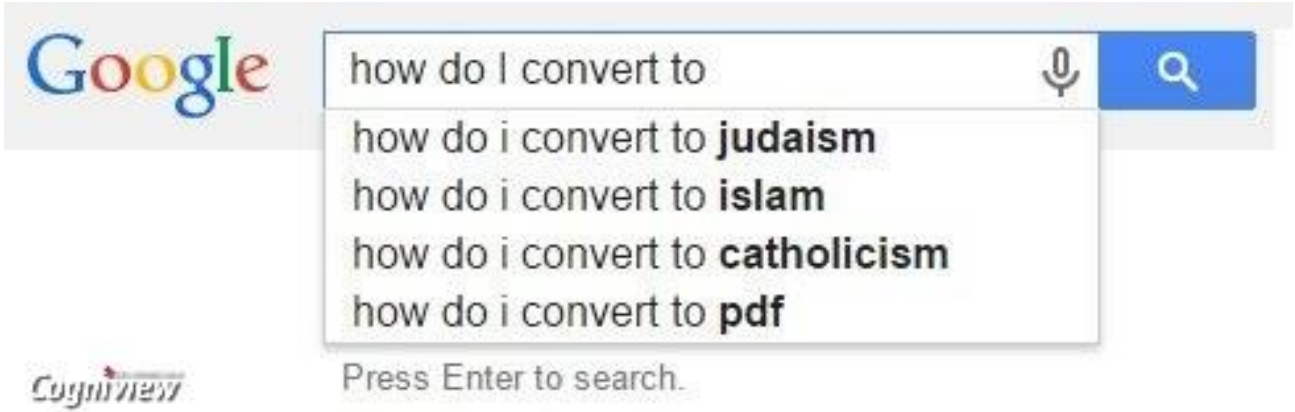
Create a New Reality







Next Step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how do i convert to islam
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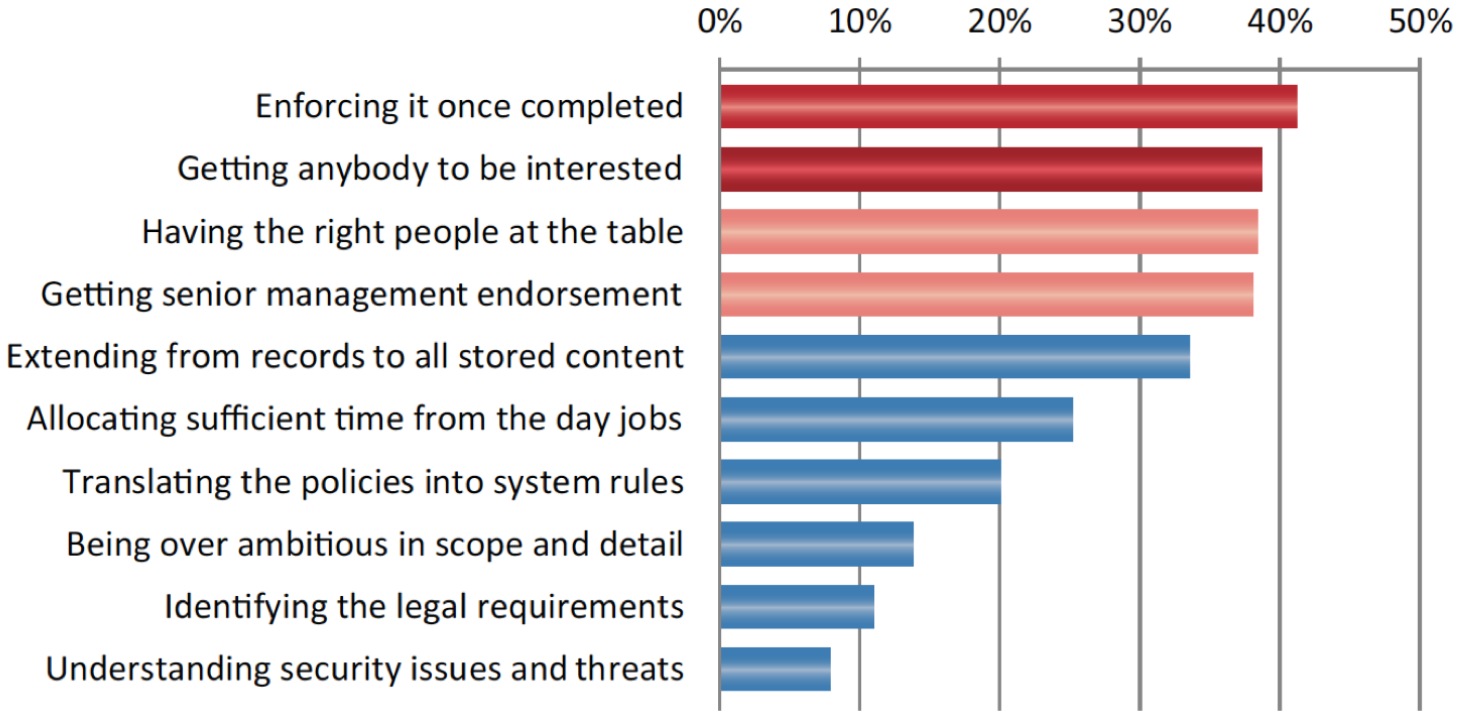
Provide Value

What have been the three biggest issues with creating an information governance policy? (N=318)



Get the Foundational Layer Right

"Deciding where to let go is a key element in managing overall risk. You need to decide what are actually corporate assets, and push processes to make sure they live in a specific place. There are not enough people to manage the volume. Make sure you get that foundational layer right."

- Michael Coleman, SVP & CIO at Comporium Communications

Consideration	Systems of Record	Systems of Engagement
Focus	Transactions	Interactions
Governance	Command & Control	Collaboration
Core Elements	Facts & Commitments	Ideas & Nuances
Value	Single Source of Truth	Discovery & Dialog
Standard	Accurate & Complete	Immediate & Accessible
Content	Authored	Communal
Primary Record Type	Documents	Conversations
Searchability	Easy	Hard
Usability	User is trained	User "knows"
Accessibility	Regulated & Contained	Ad Hoc & Open
Retention	Permanent	Transient
Policy Focus	Security (Protect Assets)	Privacy (Protect Users)

Plan for the Future

People. Process. Technology.

Usability is everything.

Even individual users can implement their own solutions.

Blurring of lines between home and the office.

Process owners can implement their own solutions.

Business processes must be appified.

Everything begins with mobile.

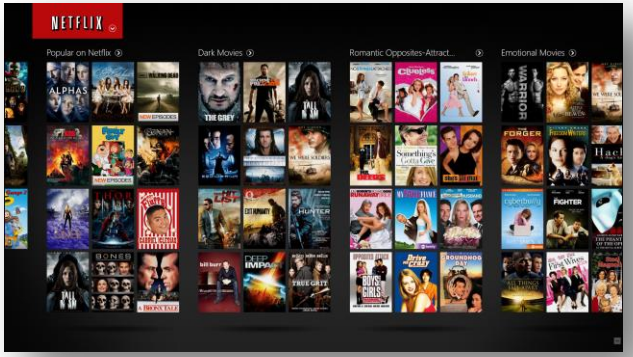
Configure/connect and mobile skills key.

End of perimeter-based security.

Massive legacy drag.

Information Governance
- lipstick on a pig or the new bacon?

It depends on you!



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Information Is Your Most Important Asset. Learn the Skills to Manage It.
Our mission: Improve organizational performance by empowering a community of leaders committed to information-driven innovation.
Here's How
Become a Specialist in Information Governance
• Get executive sponsorship
• Establish an Information Governance Program
• Identify necessary components, technologies, and instruments
• Assess the impact of mobile, social, cloud and big data analytics
• Conduct a risk assessment and mitigation
• Automate records retention and disposition
• Identify necessary roles and responsibilities
• Measure for success
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