



# Total Information Governance

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March 21st, 2017

# Agenda

**Introduction**

**Why Now?**

**The Business Problem and its Extent**

**Information Governance Solutions**

**Summary and Roadmap**

**Q & A**

- The Principles – Information Governance Maturity Model
- IG 5 Questions
- IG Roadmap – Achieving Transformational Information Governance

# Information Governance

**Information Governance (IG)**: is the process by which organizations enforce desirable behavior in the creation, use, archiving and disposition of corporate information. The goal of information governance is to ensure compliance with laws and regulations, mitigate risks and protect the confidentiality of sensitive company and customer data <sup>1</sup>.

***-Information governance is the activities and technologies that organizations employ to maximize the value of their information while minimizing associated risks and costs.***

1. Source: Gartner
2. Information Governance Initiative (IGI)

# Getting Ahead of the Curve

## The Principles – Information Governance Maturity Model



<b>Accountability</b>	<b>Compliance</b>
<b>Transparency</b>	<b>Availability</b>
<b>Integrity</b>	<b>Retention</b>
<b>Protection</b>	<b>Disposition</b>

# The Principles – Information Governance Maturity Model



## INDUSTRY BENCHMARKING\*

- Only **3%** of companies rate themselves as achieving the Transformational level of maturity
- **20%** of companies rate themselves in the Proactive level
- Due to increased regulatory compliance demands, **59%** of companies expect to reach Proactive or Transformational level within the next 3 years

\*Data Source: ARMA

# IG Roadmap

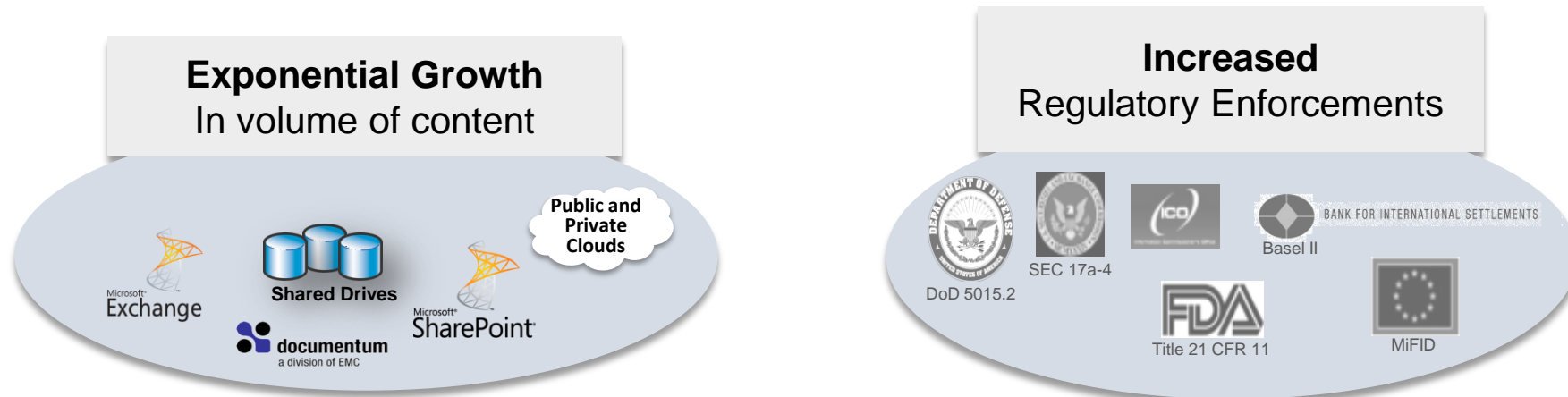
1	Retention Schedule and Policy and Procedures
2	Business Continuity, Vital Records, Disaster Recovery
3	Digital Records
4	Physical Records
5	Final Disposition
6	Best Practice Implementation Schedule and Timeline
7	Customer Ratings of Import and Urgency
8	Action Items and Next Steps

# The IG 5

- 1 How do you actively manage and keep your Retention Schedules up to date?
- 2 How do you enforce Retention Schedules on electronic records?
- 3 How do you manage your legal hold process today?
- 4 How do you manage interactions among IT, RIM and Legal departments?
- 5 What is your budget and timeline to govern electronic records?



# Summary of the Business Problem



How do we manage massive growth in content over multiple repositories?

How do we comply with increased enforcement of laws/regulations?

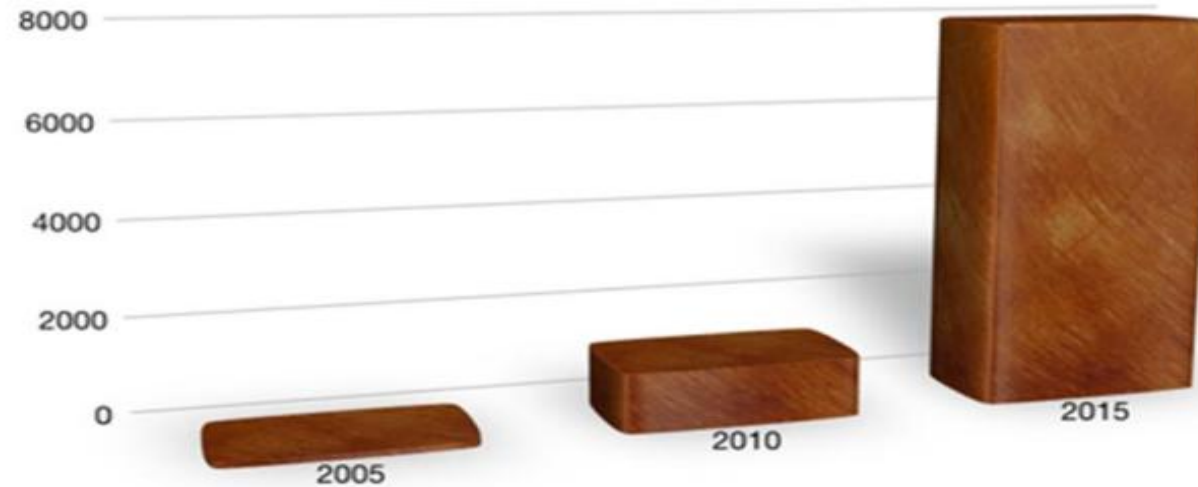
How can we keep our cost and risk in control?

How can we keep our organizations efficient and focused on business goals?

**Exponential Growth in Content + Increased Regulatory Enforcement = Increase in Cost & Risk**

# Exponential Growth in Electronic Content: Impact

A Decade of Digital Universe Growth: Storage in Exabytes



Source: IDC's Digital Universe Study, sponsored by EMC, June 2011

650% volume increase between 2005-2015. Needs 50% more staff to manage<sup>1</sup>

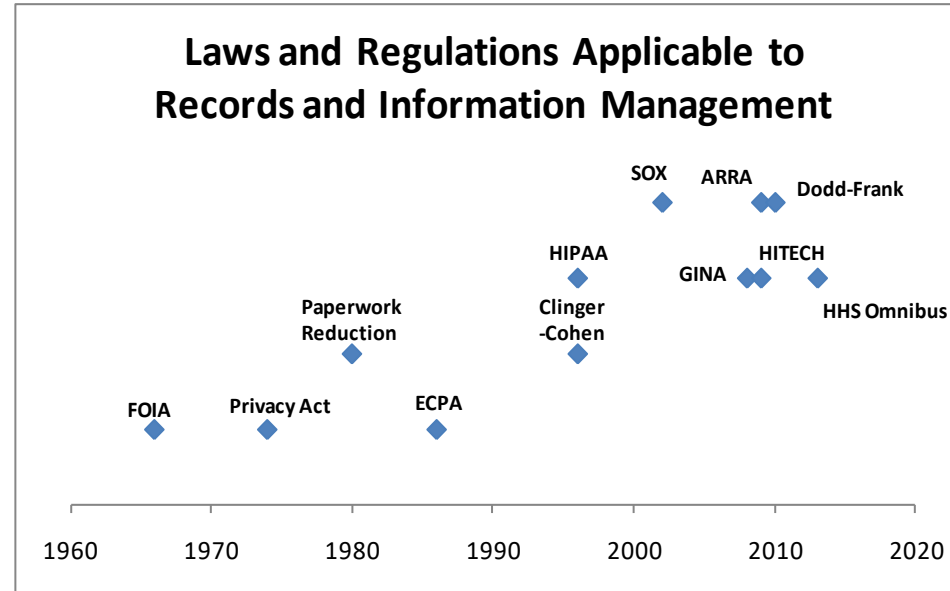
90% of all information was created in last 2 years<sup>2</sup>

World's information is more than doubling every two years<sup>3</sup>

**How are companies addressing the exponential growth in the volume of information?**

Source: 1. IDC, The 2011 Digital Universe Study; 2. Doug Magnuson, IBM; 3. IDC, Digital Universe Study "Extracting Value from Chaos"

# Increased Regulatory Enforcements: Impact



Regulatory Reform in U.S. and Emerging Markets is driving increased Retention of Records

Mobile Consumer Devices, Social Media and the Cloud are transforming the Records Management Challenge

Litigation, Investigations and Audits driving massive Preservation of Information

**How do companies remain compliant with constant changes in laws and regulations?**

# Impact of Content Growth & Increase in Regulations

**Cost**

**Risk**

**Efficiency**

**NO ACTION = Increased Cost, Increased Risk and Reduced Efficiency**

# Cost Factors

## IT Infrastructure Cost

Up to 80% of infrastructure is used to support ROT data<sup>1</sup>

75% of IT budget is spent on infrastructure maintenance<sup>2</sup>

Customer quoted average Storage cost of \$15-20k per TB per year

## Litigation Cost

eDiscovery cost can be \$200 per GB, or \$200k per TB before review

Growing Data sets continue to be the constant

**Organizations have reached a tipping point and need a comprehensive solution**

Source: 1. McKinsey Global Institute 2. Gartner; 3. Duke Law

# Risk Factors

## AIIM Industry Watch: Risk Factors



**Organizations with a “Hold Everything” philosophy significantly increase their risk**

# Missing Information is Very Costly

**TABLE 1**

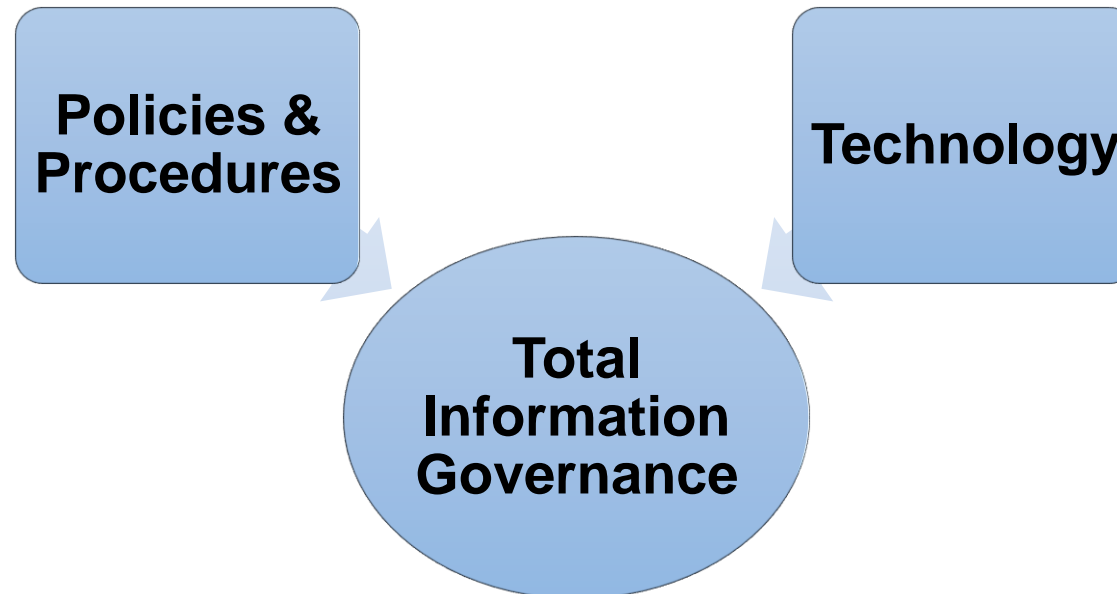
Information Worker Time Spent/Wasted Dealing with Challenges Related to Personal Productivity

	Hours Spent per Week	% of Time Spent	Hours Wasted per Week	% of Time Wasted	% of Organizational Productivity Lost
Pulling information that exists in different files and formats together in one document	3.5	7.2%	0.9	1.8%	1.4%
Dealing with problems and time-consuming tasks that arise with paper documents	3.5	7.0%	0.9	1.7%	1.4%
Searching for, but not finding, documents	2.3	4.6%	2.3	4.6%	3.7%
Recreating documents because the current or the right version can't be found or got lost	2.0	4.0%	2.0	4.0%	3.2%
<b>Total</b>	<b>11.2</b>	<b>22.7%</b>	<b>6.0</b>	<b>12.1%</b>	<b>9.8%</b>

Source: IDC, Bridging the Information Worker Productivity Gap, Sep 2012

# Information Governance Solutions

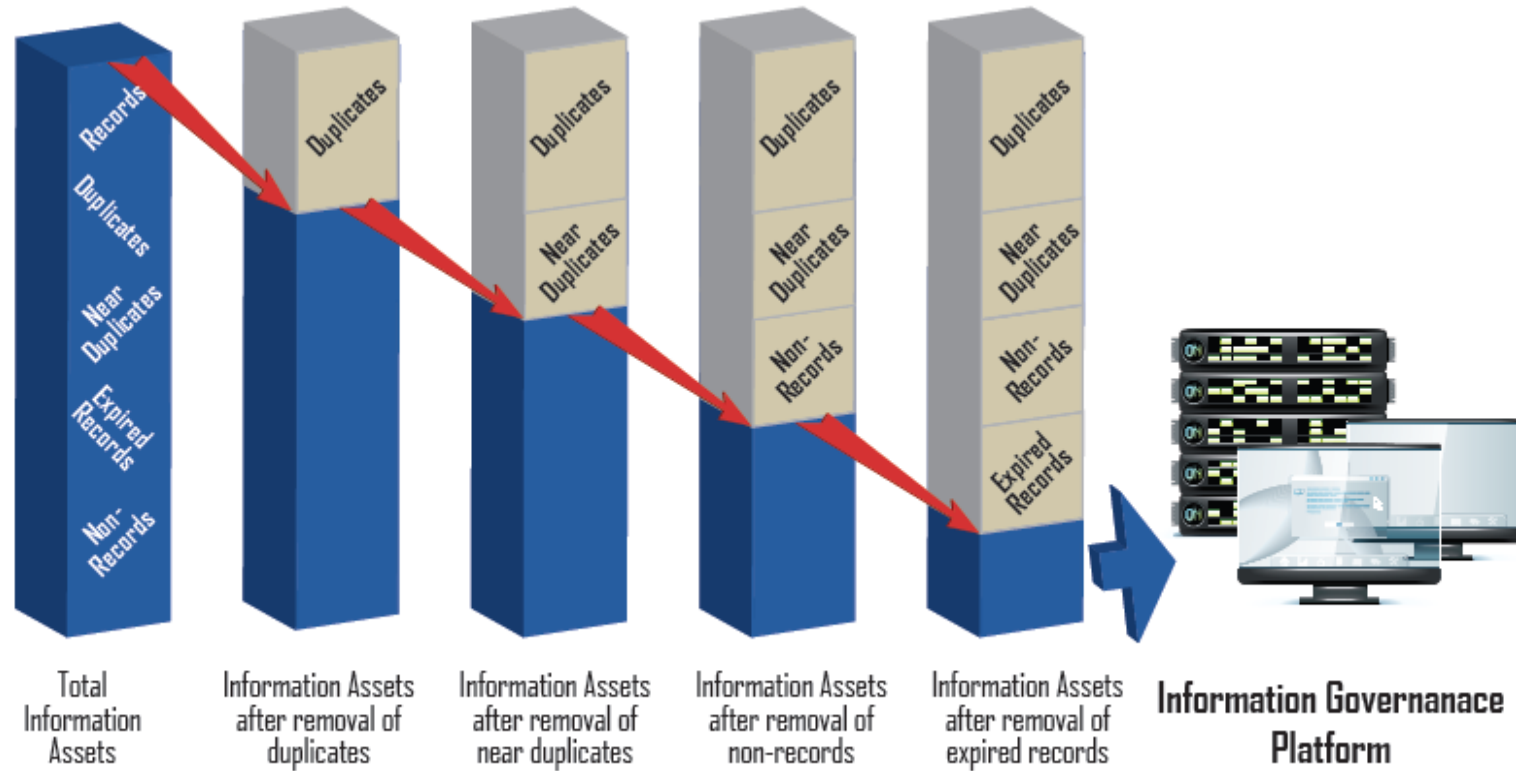
Total governance marries a combination of consulting and a suite of integrated technology solutions for complete visibility and control of information assets



A holistic solution will approach both Policy and Technology in tandem



# Defensible Content Reduction (ROT)



Source: RSD

# Policies and Procedures

Records Management Needs Assessment

Policy and Records Retention Schedule Development

Vital Records and Disaster Planning

Audit and Litigation Preparedness

Technology Gap Assessment

## People

End to End Implementation: Physical & Electronic

Comprehensive Training

**Legally sufficient policies & procedures are the foundation of Information Governance!**

# In Summary

- A good, robust partner should supply the products, services and expertise that help customers design, implement and enforce modern, legally defensible Information Governance Programs
- They should also offer services and solutions to assist with building a roadmap and path to transformational information governance
- Expertise with consulting and records retention policies is a must
- Scalable for any size company or vertical to show versatility and the ability to grow with their customers

**Any Questions?**