



# Information Governance and RIM Explained

Interactive Panel Discussion Clarifying the  
Definitions of Information Governance and RIM  
and how they work together

Daryl Downs, CRM

David Fleming, CRM, IGP, CIP

Howard Loos, CRM, IGP

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# Discussion Points

- Emergence of IG and the Information Governance Professional and ARMA's Role
  - David Fleming
- Components of Information Governance
  - Howard Loos
- Real World Application and Challenges
  - Daryl Downs
- Questions & Discussion

# Defining Information Governance

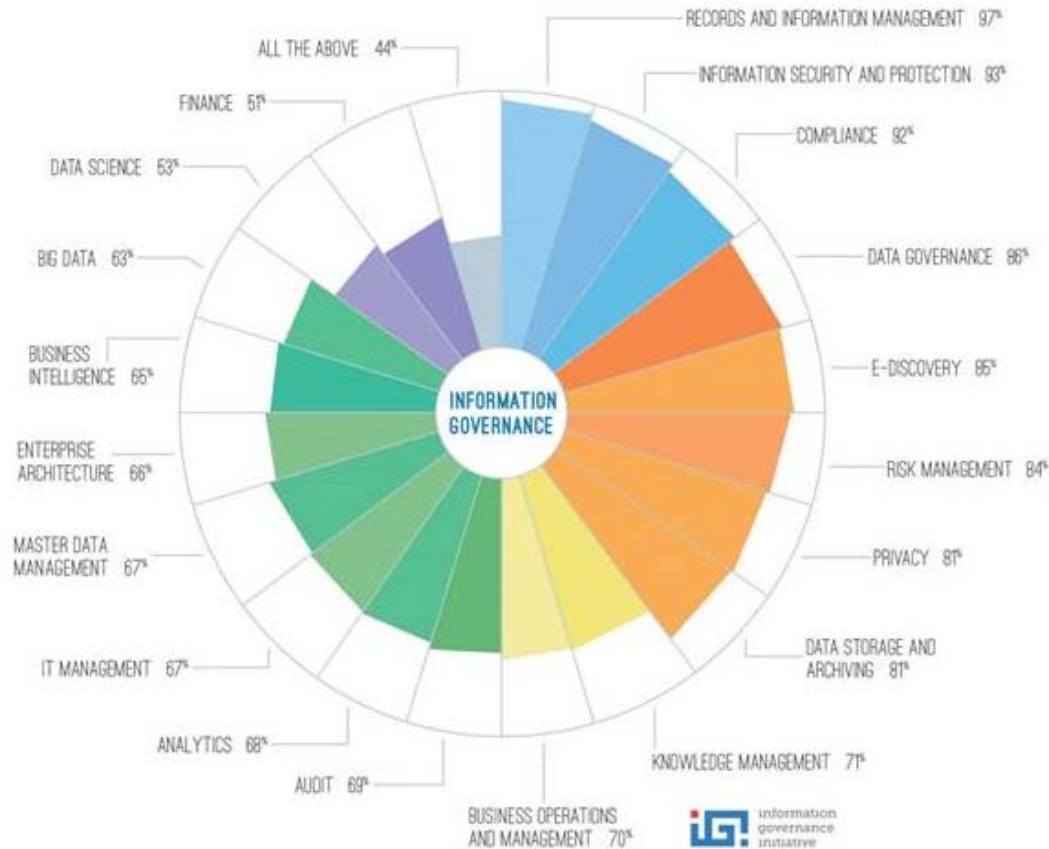
- ARMA: A *strategic* framework composed of standards, processes, roles, and metrics that hold organizations and individuals accountable to create, organize, secure, maintain, use, and dispose of information in ways that align with and contribute to the organization's goals.
- Wikipedia: Set of multi-disciplinary 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 requirement. Encompasses more than traditional records management... Incorporates privacy attributes, electronic discovery requirements, storage optimization, and metadata management.
- Gartner: The specification of decision rights and an accountability framework to encourage desirable behavior in the valuation, creation, storage, use, archival and deletion of information. It includes the processes, roles, standards and metrics that ensure the effective and efficient use of information in enabling an organization to achieve its goals.

# Defining Information Governance

- Richard Medina: Information governance is a part of corporate governance, and focuses on managing an organization's information (content) in order to increase its value and reduce its cost and risk to the organization.
- Information Governance Initiative: Information governance is the activities and technologies that organizations employ to maximize the value of their information while minimizing associated risks and costs.
- Robert Smallwood: Security, control, & optimization of information. Minimizing risks has to do with information security and control; control of information helps reduce potential breaches but also reduces redundant, outdated or trivial (ROT) information, and therefore costs; and optimizing information means leveraging it to gain new value while keeping costs minimized.

# Defining Information Governance

The facets of information governance.  
IG is a coordinating function for these activities.



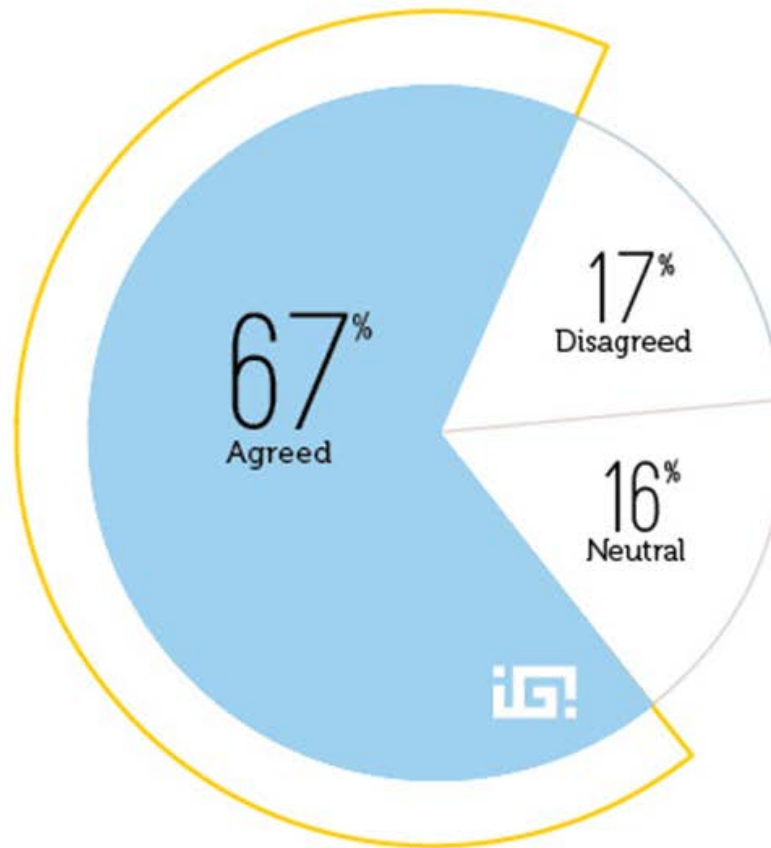
Our community told us these activities are included in their concept of IG (listed as a percentage of respondents). A strong majority (80%) said this is a complete list.

# The IG Professional

## THE MAJORITY AGREES: THE CIGO IS ESSENTIAL TO IG SUCCESS

Please indicate your level of agreement with the following statement.

There is a leadership gap in IG that needs to be filled by the creation of a new senior executive IG role, like the Chief Information Governance Officer (CIGO), charged with owning and coordinating the solutions to our complex and overlapping information challenges. While steering committees play an important role in IG programs, they are insufficient to coordinate information activities. Ultimately, the information 'buck' (so to speak) needs to stop with one primary person to ensure that the work of IG gets done. Content-focused information activities (e.g., determining what it is and what should we do with it decisions) are inadequately addressed simply by building up relevant facets of IG but rather require a designated executive leader in the same way that infrastructure or information security decisions do as embodied in the CIO/CTO or CISO roles. Committee decision-making processes are inadequate to balance stakeholder interests from each facet of IG and to develop the right operational model for the organization.





# Defining Information Governance

- Information Governance is definitely NOT a new name for Records & Information Management, but RIM is a foundational and very important element of an Information Governance Strategy and Program.
- Much like the definition of a Record and a Records and Information Management program, the Information Governance program must be defined at the organizational level. It will not look the same for every organization.
- Today's discussion is intended to provide a conceptual understanding of IG that equips you to participate in IG program development at your organization in a meaningful way.

# The IG Professional

- IG professionals:
  - Have a strategic view of the organization and deep understanding of its business, financial, and technology acumen.
  - Possess the ability to engage & collaborate with a variety of stakeholders to ensure all needs for the organization are met.
  - Understand that information assets must be governed in a way that costs only as much as necessary to achieve the entity's goals while mitigating risk to the desired level.
  - Must competently articulate problems and propose viable solutions in terms that create a compelling reason for the organization to act.
- Bottom Line:
  - Cost savings and efficiency drive the organization to implement solutions and the benefit of everything we do must be quantified in monetary terms and in relationship to mission and goals.
  - We must implement tools and processes that effectively address compliance and risk objectives and also achieve quantifiable and verifiable cost and efficiency benefits.
- Do you know your organization's mission? How do you support the organization's efforts to fulfill that mission?



# The Role of ARMA International

## Our vision:

ARMA International is a leader in information governance because we are the authority on records and information management (RIM). RIM is broadly recognized as the foundation of information governance.

With this shift, we affirm our long-held commitment to the aims and outcomes of the records and information management profession and establish our goal to be a strategic thought leader in information governance.

## Our core purpose:

To promote principles and practices that 1) result in organizations understanding that their success relies on the effective management and governance of information and 2) create career and professional development opportunities in RIM and information governance.

## Our mission statement:

To provide information professionals the resources, tools, and training they need to effectively manage records and information within an established information governance framework.

# Components of Information Governance

Howard Loos

# Real World Application and Challenges

Daryl Downs

# Questions / Discussion

- Is IG just another name for RM? I see traditional RM companies saying they have IG solutions.
- What do I do if my organization has not even heard of IG. Where do I begin?
- What can a Records Manager do to get a seat at the Information Governance or Data Governance table?
- My IT department will not acknowledge Records Management nor work with me. How do I get my foot in the door?
- Which component of IG is the first place to start, when pushing beyond RM?