

Data Governance & Records Management: One Coin, Two Sides

City of Milwaukee
City Information Management Committee
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Presented by
Steve Weissman, Founder & CEO
Holly Group
"The Info Gov Guy™"

About Steve Weissman



Steve Weissman – The Info Gov Guy™
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- Best practices consultant, industry analyst, and instructor for 25+ years
- Buyer/user advocate: first, last, and always
- Member, AIIM Company of Fellows
- Honoree, AIIM Award of Merit
- Inaugural Inductee, Information Governance Hall of Honor
- Host of “Speaking Of” and “Doing Information Right™” interview and commentary series on YouTube and many podcast channels
- Creator, Process Innovation Awards
- Co-Founder, Information Coalition (merged with ARMA)
- Past Board Member, BFMA International (merged with AIIM)

Where Data Meets Records (comin' thro' the rye)



Where Data Meets Records (comin' thro' the rye)



Including in Boxes and Databases



Asset Table	Record Source	Default View - Smart
Click here to add a new row		
activity_log	Database Driven	ab-ov-activity_log
afm_wf_rules	Database Driven	ab-ov-wf_rules
bl	Database Driven	ab-ov-bl
ca	Drawing Driven	ab-ov-ca
cb_samples	Database Driven	ab-ov-cb_samples
city	Database Driven	ab-ov-city
county	Database Driven	ab-ov-county
ctry	Database Driven	ab-ov-ctry
dr	Drawing Driven	ab-ov-dr
em	Database Driven	ab-ov-em
em_trial	Database Driven	ab-ov-em_trial
eq	Database Driven	ab-ov-eq
eq_trial	Database Driven	ab-ov-eq_trial
fl	Database Driven	ab-ov-fl
fn	Database Driven	ab-ov-fn
fn_trial	Database Driven	ab-ov-fn_trial
fp	Drawing Driven	ab-ov-fp
gp	Drawing Driven	ab-ov-gp

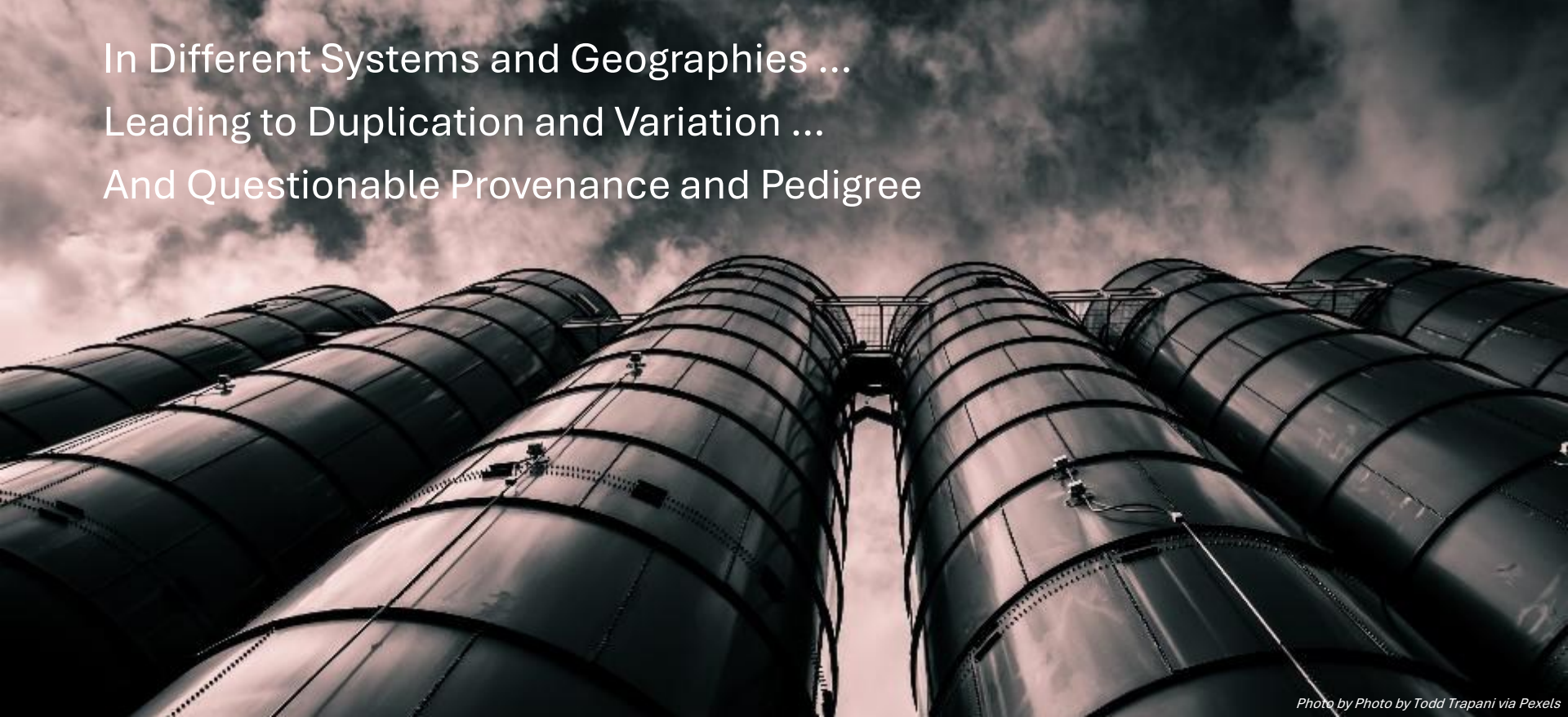


So Why Do We Still Treat Them Separately?



Because That's How Information Grew Up

In Different Systems and Geographies ...
Leading to Duplication and Variation ...
And Questionable Provenance and Pedigree

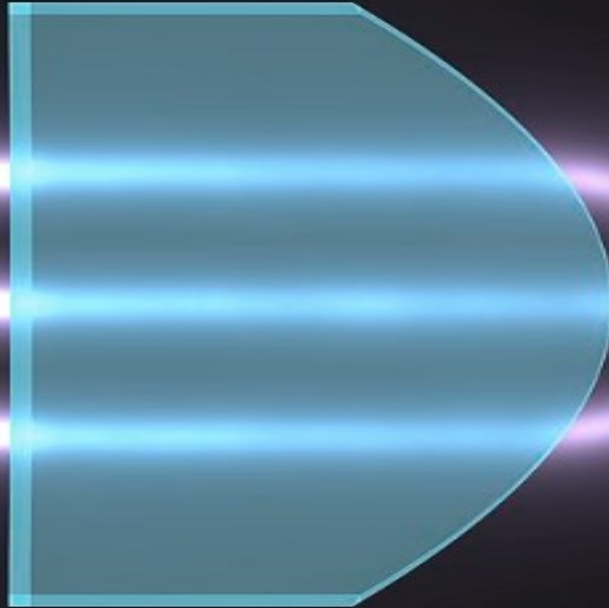


Today, They're All Coming Together

Records

Documents

Data



Information

The Overlaps Aren't New

Discipline → Activity ↓	Records	Content	Documents	Information	Data
Identify/Obtain Specific Item(s)	Retrieve	Export	Download	Export	Extract
Prepare for Repository	Convert	Convert	Convert	Normalize	Transform
Ingest Incoming Item(s)	Scan/Store	Capture	Scan/Save/Upload	Import	Load
Apply Lifecycle Management	Retain/Destroy	Keep/Delete	Archive/Delete		Save/Delete

Source: Holly Group

The Overlaps Aren't New

Info/Records/Content	Data	Privacy
Form a Steering Committee	Establish a Data Governance Committee	Appoint a Privacy Official
Set a Goal	Establish the Vision	Craft Strategy, Goals
Identify Success Criteria		Identify Objectives
Set Scope	Determine the "Right" Level of Data Governance	
Structure an Organization	Identify Leadership	Assign Privacy Roles
Define Deliverables	Establish a single source of truth	
Identify Resources	Focus on People and Process	
Set a Schedule		
Conduct an Inventory	Focus on People and Process Assess Your Current State Outline your supply chain of data	Build Inventories
Define Risks	Conduct data security and risk assessments	
Policy Development	Make rules about privacy	Implement Privacy Controls
Create a Communications Plan		
Revisit and Revise	Roll-out and Sustain	Ongoing Operation and Monitoring
Source:	Holly Group	Analytics8.com Searchdiscovery.com

Source: Holly Group

Whither Records? (The Information)

A Funny Thing Happened on the Way to the ARMA Community Forum

Raw data including datasets and secondary information, should be archival as it can always be referenced.

Heather Jager
United Nations Development Programme

Documents using data from a warehouse should be treated as records, especially if transactional or dashboard-y in nature.

Metadata associated with the data could be treated as a record, especially where related to such things as when, how, and by whom the data was collected.

Steve
Weissman
Holly Group

If raw data has personal, CCPA/GDPR/insert other privacy-concerned regulatory context-stuff in it, it needs to be managed more proactively.

Jesse Wilkins
Epiq Global

Whither Records? (The Business Unit)



HR?

Legal?

IT?

Information is an Asset

(and should be treated as such)

HR Governs Human Assets

Finance Governs Fiscal Assets

IT Governs Technology Assets

So, Shouldn't Someone Govern the Information Assets?



Whether It's Structured or Unstructured is Irrelevant

All Your Information Must Be

- Findable
- Shareable
- Retained/disposed of by policy
- Private
- Secure
- Migratable
- AI ready?



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And Governed In Light of

- Its impact on controls, sure, but also
- How it affects your operations



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**Surely This Warrants
Dedicated Attention?!**

Plenty of Practical Common Ground

Right Facts

- Current? Validated?

Right Place

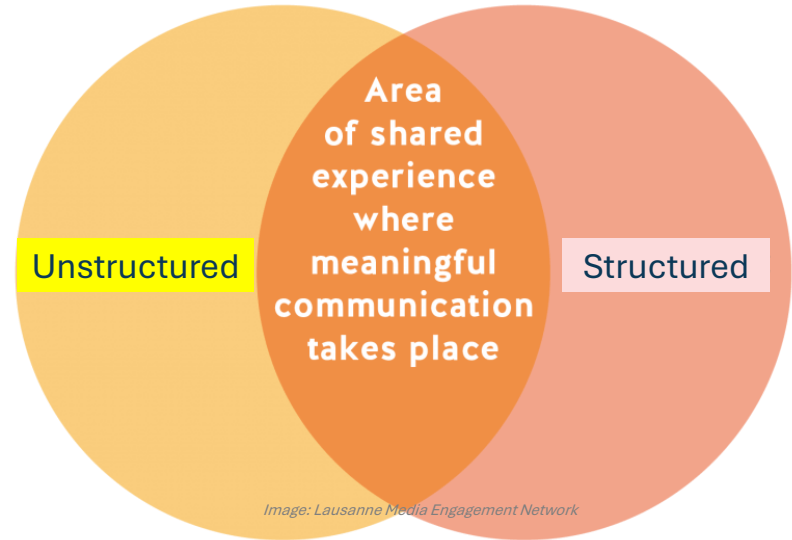
- Authorized repository?

Right People

- Authenticated?

Right Time

- When needed?



Requires attention to your information
and your information technology

Shared Twin Objectives

- Reduce Risk

- Mitigate the risk of destruction in a fire, flood, or other natural disaster by identifying critical information and moving it out of harm's way
- Minimize the risk of incurring fines for having violated privacy and security strictures
- Reduce the risk of violating the rules of retention and other compliance practices by losing things in boxes and warehouses

- Unlock Opportunities

- Save time and money when undergoing migration by designing and scaling infrastructure to support more ready access, findability, shareability, and leveragability of needed information
- Get maximum value from AI by improving the quality of the information that is input to it, the results it outputs, and the expected business outcomes

It's About Solving Specific Problems

Shorten FOIA request response times
Improve resident self-service
Streamline meeting transcriptions
Lessen need for physical storage space

Protect personal privacy
Increase staff efficiency
Facilitate compliance with state regs
Enhance relevance of search results
and accuracy of info provided



Information Governance is All of the Above

What's important is the
INFORMATION

- Structured and unstructured
- Regardless of format or medium or location



Best Client Quote, Ever

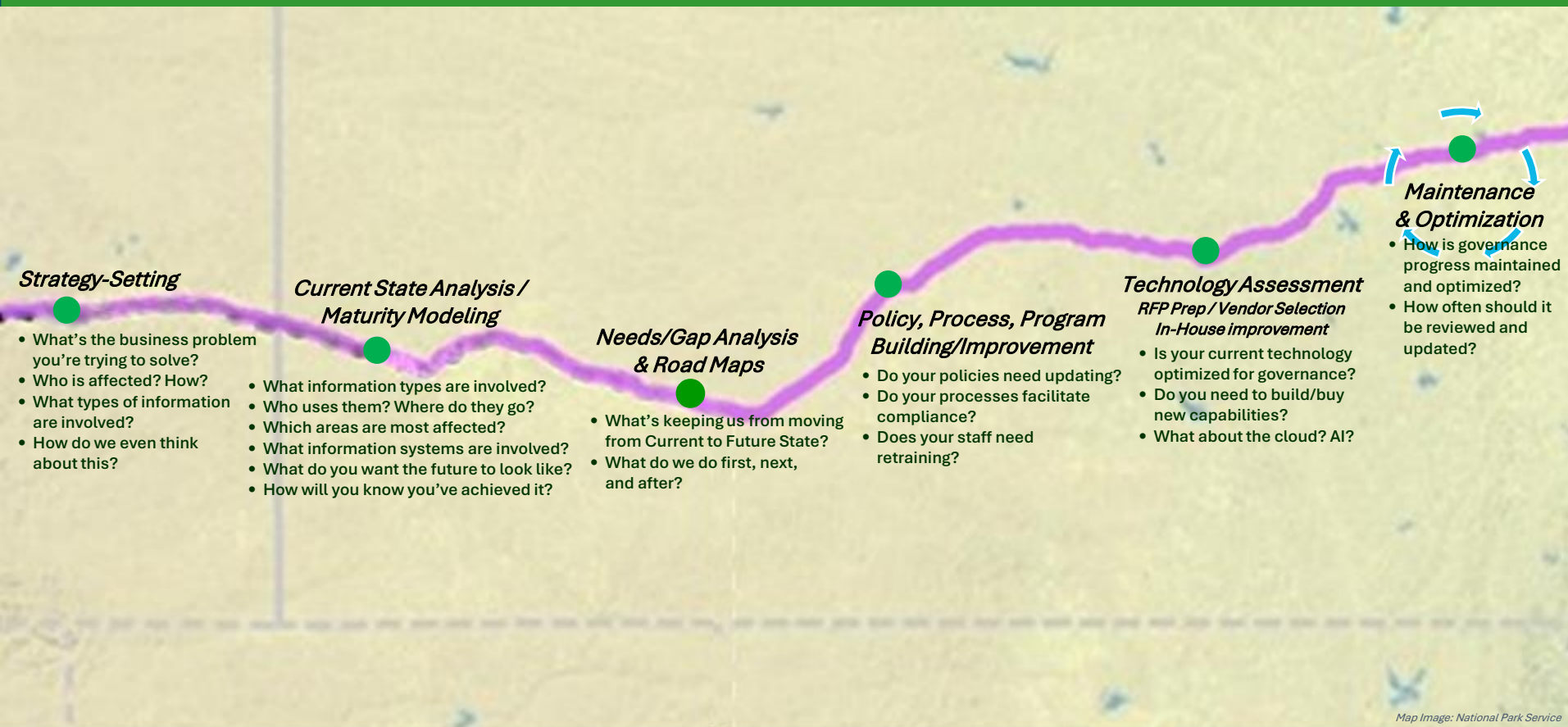
“We no longer want content to be a passive resource, filed away awaiting retrieval.”

- They realized information is an asset to be acquired, protected, and leveraged – like your money, your furniture, your people



Typical Road Map

But You Can Start Anywhere and Everywhere



The Time to Start is Now

There's Only Going to Be More Stuff
to Wrangle Tomorrow





Helping You Get
The Most Value Possible
From Your Information

*To Reduce Risk
To Unlock Opportunity*

Governance
Consulting Services

- AI
- Privacy
- Security
- Migration (incl. cloud)

- Business Intelligence
- Compliance
- Policy/Process
Standardization

- Findability
- Shareability
- Quality Assurance (e.g.,
accuracy, authenticity)

- User Adoption
- Vendor Selection
- Structured and
Unstructured Data



Photo by Erik Mclean via Pexels