

INFORMATION GOVERNANCE

Community of Information Management - Intentional Collaboration

WHY?

- Decentralized approach = problems
 - Inconsistent vocabulary
 - Conflicting policies and procedures
 - Different policy for different media and formats
 - Confusion for employees – especially new hires

Most of our organizations operate in a more decentralized manner where each business function creates governance and processes for their business function. However, when these policies and processes include the management of information and records it is essential to have one guiding policy and vocabulary.

WHAT?

Changing an organization's structure is not likely to happen (very soon) so building a Community of Information Management that includes representatives from all the business functions is an opportunity to develop governance and processes that recognize all the unique perspectives, regulations, processes and vocabulary that works in your organization.

HOW?

Intentional Collaboration

The VISION is to establish a collaboration of all business communities that impact the management of Information and Records throughout the full life cycle: CREATE/RETAIN/DISPOSE.

- RIM take the lead
- Solicit and confirm Executive support –this is critical
- Develop a strategic plan with solid goals (see Strategic Plan outline and adapt to this effort)
- Establish ongoing meetings/discussions on specific topics that need to be standardized
- Establish standards of practice
- Streamline management of business information
- Coordinate activities related to business information
- Create an organizational culture for managing business records efficiently, effectively and useful

WHEN?

- Change the approach from top-down (RIM to the organization) to penetrating the organization
 - Participants, when they are involved in the decision making, will promote and encourage their business functions to implement the policies and procedures
- Develop consistency across the organization
- Implement unified training
 - Especially New Hire Training
- Document employee compliance
 - Annual reviews and training

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- Ensure standard processes

Intentional Collaboration is realized through two key components:

- Strategic Plan that identifies the purpose and goals with targets
- Participation from key business functions

Most common mistakes with new initiatives:

- Implement tactics (tools, methods, etc.) before knowing the strategy and objectives (i.e. shooting from the hip)
- Evaluate without having established goals/objectives

To be successful you must be strategic and intentional!