

Digital information governance: selection, organization, long term preservation

- module 1 -

Pierluigi Feliciati

University of Macerata (Italy)

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Content in modules

1. Why Information Governance?
2. Organizational issues: analysis and actions
3. IG program + Retention/Selection/Appraisal -»
Preservation

Why Information Governance?

1. Information?

InterPARES Definition n. ~ IP2 · *An assemblage of data intended for communication either through space or across time.*

SAA Glossary 2005 (†241): n. ~ 1. *A collection of data, ideas, thoughts, or memories.* - 2. *The meaningful portion of a signal, as distinguished from noise.*

Why Information Governance?

2. Governance?

InterPARES definition n. ~ A senior-level administrative structure that sets strategy for an organization by identifying roles, responsibilities, decision-making processes, policies, and procedures and that **monitors outcomes and compliance**.

information governance: A senior-level administrative structure that establishes roles and responsibilities, decision-making processes, policies and procedures that **promote effective decisions regarding the effective and efficient creation, storage, use, and disposition of information resources that align with business outcomes**.

Why Information Governance?

InterPARES Trust EU29 & EU30

“Information Governance is a multidimensional approach that **draws together information and records management, compliance** (legal, standards, corporate charts and policies, etc.), **information security, ICT and ethics**.

It aims to manage information as an asset with risk identification and mitigations as a principal objective: the optimization of the realization of the strategic & operational corporate goals.”

Basma Makhoul Shabou & Elizabeth Lomas

Why NOT JUST Management?

Information management

InterPARES Definition

n. ~ 1. An **operational-level structure** that focuses on the day-to-day, **routine use of information** to achieve the organization's goals and objectives, including IT service delivery, information security, and relevant business standards.

Gartner IT Glossary (†298 s.v. information management): A **method of using technology** to collect, process and condense information with a goal **of efficient management**.

Why NOT JUST Management?

Information
Governance
vs.
Information
Management

| Ex. | IG | IM |
|-----|--|--|
| 1 | Strategic level / political level based on the formal policy | One of the means to reach that political level, to make IG policy possible |
| 2 | The whole concept | The process you put in place to catch, to work on IG and to promote it |
| 3 | Higher level concern than IM; it defines the principles and the strategy | IM is applied to implement these decisions |
| 4 | General Policy | Operational Policy, which could be linked with General Policy on IG |
| 6 | Decision making level; defines responsible persons for setting policies and rules about IM | Operational level; executing and enforcing the decisions and policies |
| 7 | More abstract | Deals with the implementation of IG |
| 8 | "What to do and why?" | "How to do it?" |

Why NOT JUST Records Management?

Records management

InterPARES Definition

1. The **field of management responsible for the efficient and systematic control** of the creation, receipt, maintenance, use and disposition of records, including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records.
2. The systematic design, implementation, maintenance and administrative control of a framework for the **making and keeping of records** by a records manager (trusted records officer) **to ensure efficiency and economy in their creation, use, handling, control, maintenance and disposition.**

Why NOT JUST Records Management?

In today's world, records managers used to focusing on details [...], must be prepared to take a holistic approach to managing the records and information of the organization. (Franks, 2013, p. 311)

- **Records managers** can use their skills and knowledge to develop a strategic records management plan and a records management program
- This means **being involved** in the developing and implementation of an **information governance plan** and an **IG strategy**.

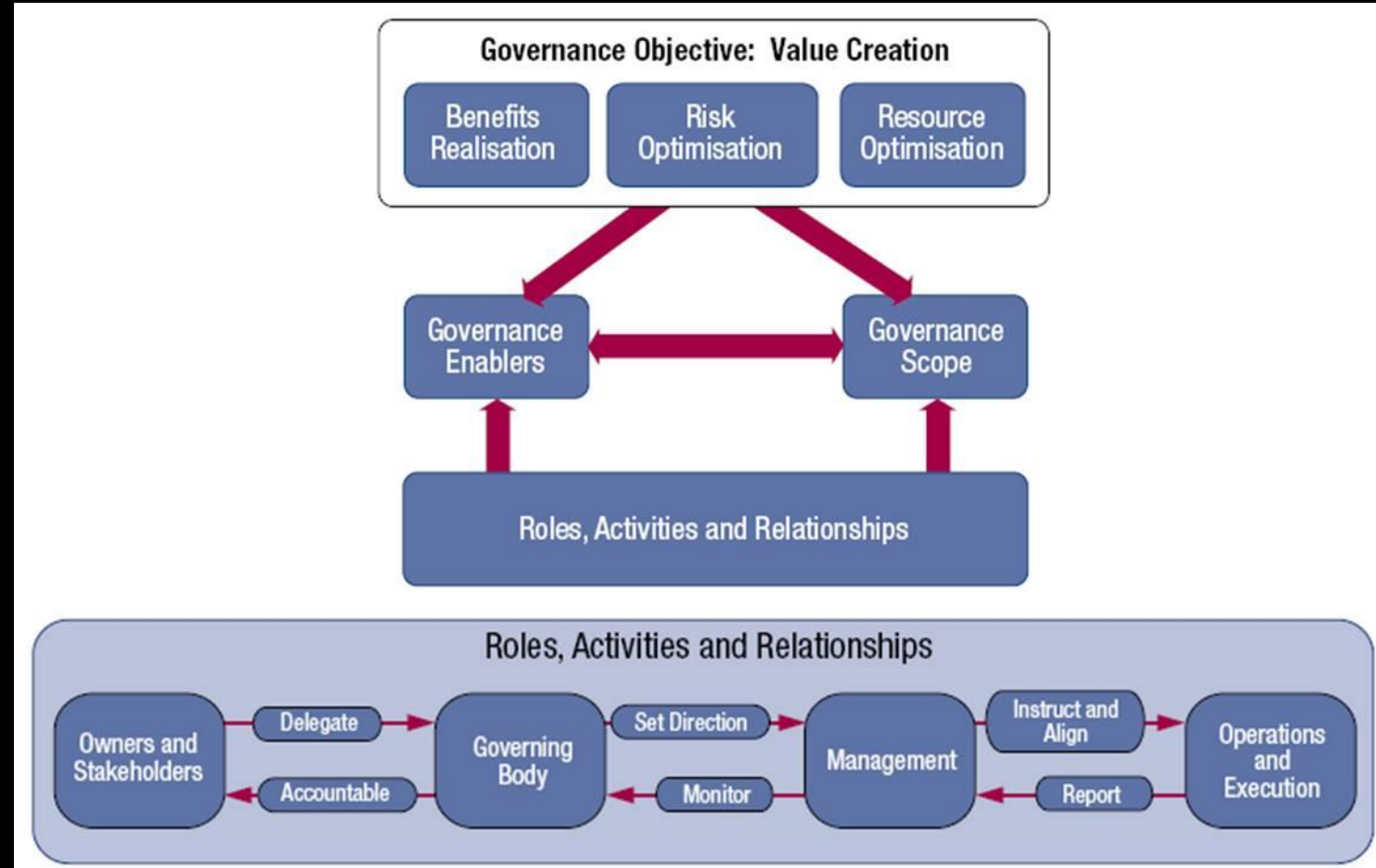
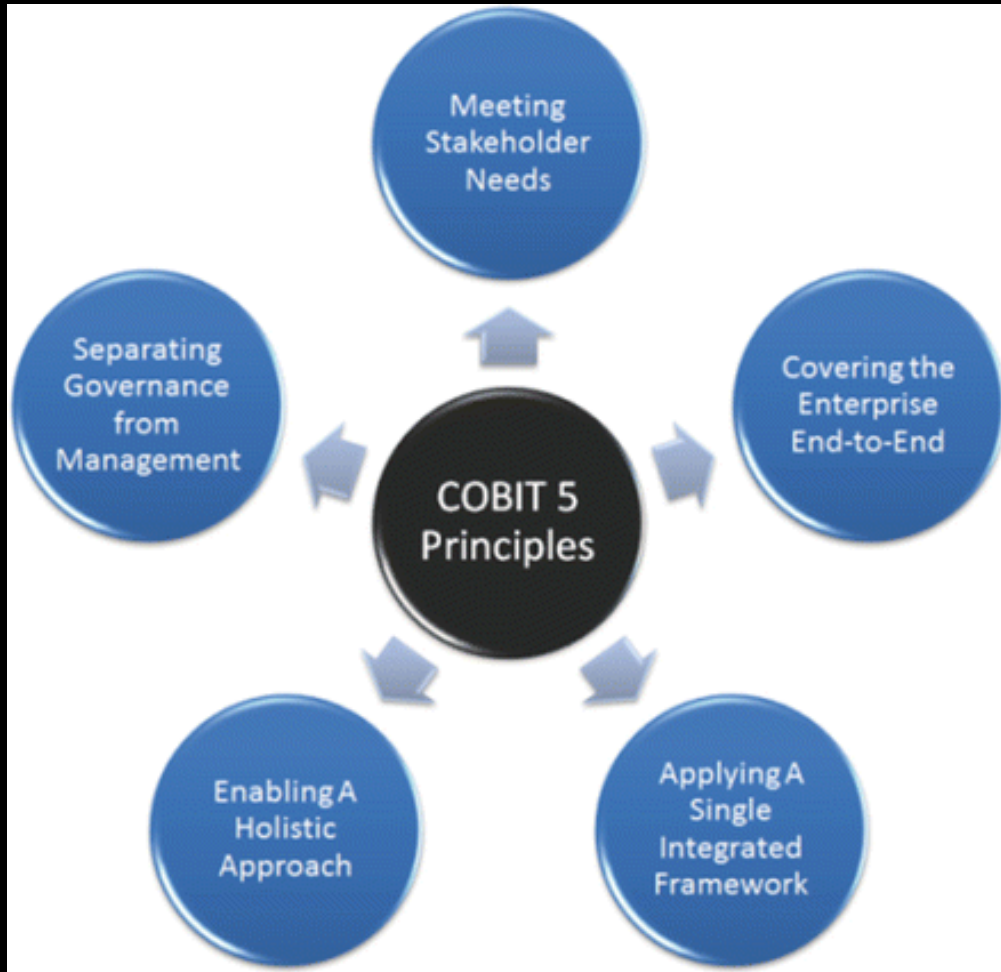
Why NOT JUST IT governance?

- IG is often confused with other similar industry terms, such as Information Technology (IT) Governance and Data Governance.
- By IT governance stakeholders can ensure that investments in IT create business value and contribute toward meeting business objectives.
- The alignment of IT with the business is challenging yet essential. IT governance programs aim to elevate IT performance and deliver optimum business value, while meeting regulatory compliance demands.

Why NOT JUST IT governance?

- Several **IT governance frameworks** can be adopted as a guide to implementing an **IT governance program**. There is no standard: the combination that works best for an organization depends on business factors, corporate culture, IT maturity, and staffing capability.
- **CobiT® (Control Objectives for Information and related Technology)** is a process based IT governance framework that represents a consensus of experts worldwide. CobiT consists of detailed descriptions of processes required in IT and also tools to measure progress toward maturity of the IT governance program. It is maintained by the **IT Governance Institute** and **ISACA** (<http://www.isaca.org/>).

COBIT 5 model



Data governance

- Data governance involves **processes and controls** to ensure that information at the data level — *raw alphanumeric characters that the organization is gathering and inputting* — is **true and accurate, and unique** (not redundant).
- DG involves data cleansing (or data scrubbing) to strip out corrupted, inaccurate, or extraneous data and de-duplication, to eliminate redundant occurrences of data.
- Data governance **focuses on information quality**, so that subsequent reports, analyses, and conclusions are based on **clean, reliable, trusted data (or records)**, maintained in database tables.

IT Governance and Data Governance vs. IG

- Other IG definitions may help:
 - “the specification of decision rights and an accountability framework to ensure appropriate behavior in the evaluation, creation, storage, use, archiving and deletion of information. It includes the processes, roles and policies, standards and metrics that ensure the effective and efficient use of information in enabling an organization to achieve its goals.” (Gartner)
 - “the activities and technologies that organizations employ to maximize the value of their information while minimizing associated risks and costs.” (IGI)

IT Governance and Data Governance vs. IG (2)

- **IG** consists of the **overarching policies and processes** to optimize and leverage information while keeping it secure and meeting legal and privacy obligations in alignment with stated organizational business objectives.
- **IT governance** consists of following established frameworks and best practices to gain the **most leverage and benefit out of IT investments** and support accomplishment of business objectives.
- **Data governance** consists of the **processes, methods, and techniques to ensure that data is of high quality**, reliable, and unique (not duplicated), so that downstream uses in reports and databases are more trusted and accurate.