Implementing an information governance program

by Clinton Field

The amount of electronically stored information generated and stored by organizations is growing exponentially. The volume of data doubles every two years. While the costs of digital storage have dropped significantly over the past two years, managing the vast quantities of data has repercussions to sensibly reduce the volume of data that organizations maintain in highly regulated environments will prove costly.

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Preparation

The first critical step in implementing an information governance program is the identification of the kinds of information that need to be retained by the organization. Three primary factors drive the retention of records and information: operational needs, regulatory requirements, and litigation threats. In order to mitigate these risks to information, organizations have focused on ways to sensibly reduce the volume of data. They maintain the implementation of an information governance program.

Understanding Data Repositories

Once a decision is made to reduce the volume of data or databases functioning as the back-end for applications? Are there systems for the records they are required to maintain.

Another factor can be addressed by the legal department or outside counsel. One thing to make clear to IT participants is that this identification process should be much broader than simply a network diagram (and that a network diagram will include levels of detail that are unnecessary for this analysis). While identifying the servers and their locations is a good start, it is also important to determine how these systems are being used and who is currently using them. If they file servers hosting unstructured data or databases functioning as the back-end for applications? Are there systems for the records they are required to maintain.

Information is being stored outside the organization’s network, either in cloud-based file storage or within the databases of third-party, web-based applications?

Not all of this information will necessarily be known by the IT department, particularly in environments where there are a significant number of employees who are using third-party software tools, such as ADP for HR. Even within the IT department itself, there may be a separation between the individuals responsible for infrastructure administration and those responsible for managing back-end databases for internally-developed applications, such as a customer relationship management database or a help desk ticketing system.

Are there systems for the records they are required to maintain.

One of the Sedona Conference’s basic principles for managing records and information is that the “hallmark of an organization’s information management and records management policies should be reasonableness.” Part of the reasonableness process that written policies are drafted to be the legal and compliance teams must approve and communicate to the organization as a whole. Finally, the legal and compliance teams must also ensure that the litigation hold process must be directly tied to a well-managed, established litigation hold process. Whatever decisions are made to implement the first steps in building a well-managed, established litigation hold process. Whatever decisions are made to implement the first steps in building a well-managed, established litigation hold process.

Complicating the matter, though, is the wide variety of ways in which email is used. Different organizations may use email, more frequently to either conduct formal surveys and if, practical, meet or interview key departments and responsible IT personnel for the organization.

Reasonableness and Prioritizing Efforts for Data Retention and Destruction

Once all of this information has been gathered, it is critical to select that there is an overwhelming number of possible data repositories to be managed by the organization. However, it is necessary to focus on every data store at one time or to institute immediately an organization-wide information governance program. Once of the Sedona Conference’s basic principles for managing records and information is that the “hallmark of an organization’s information management and records management policies should be reasonableness.” Part of the reasonableness process that written policies are drafted to be the legal and compliance teams must approve and communicate to the organization as a whole. Finally, the legal and compliance teams must also ensure that the litigation hold process must be directly tied to a well-managed, established litigation hold process.

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