

ITS 833: Lecture 3

Week #3 Activities

- Learning Materials
 - 1- Read Ch.6 & 7 in the textbook
 - 2- Check the additional information at the end of this lecture
 - 3- Check the follow up questions and resources that I will post in discussion forums
- Assignment
 - 1- Answer week 3 discussion questions 6 & 7
 - 2- Provide feedback to other students' answers
 - 3- Complete quiz#1 by end of coming Sunday

Quiz -1 Information

10 multiple choice questions

You have 60 Minutes to complete the quiz

Within the 60 minutes interval, you have 5 attempts to complete the quiz.

The grade book will record your last attempt
- Discussion Time requirements
 - 1- Answer Q1 by Wednesdays
 - 2- Answer Q2 by Fridays
 - 3- Response to at least two students' answers for Q1 by Saturdays
 - 4- Response to at least two students' answers for Q2 by Saturdays

Last Week - Chapter 3: Information Governance Principles

- Chapter 3 discussed the ten-key principles of IG
- Explained the GRA Principles
- Explained the difference between disposition and destruction
- Explained who should be involved in the information governance (IG) development process

Last week - Chapter 4: Information Risk Planning and Management

- Chapter 4 discussed information risk planning and management.
- Introduced the definition of risk and risk profile
- Covered the information risk planning steps.
- Covered the risk mitigation plan

Last Week-Chapter 5

Strategic Planning and Best Practices for Information governance

- Chapter 5 discussed strategic planning and best practices for implementing IG program.
- Chapter 5 also explained the roles of the executive sponsor and project manager in implementing IG program.

Lecture#3 Outline

- Chapter 6 key points
- Chapter 7 key points

Chapter 6: Information Governance Policy Development

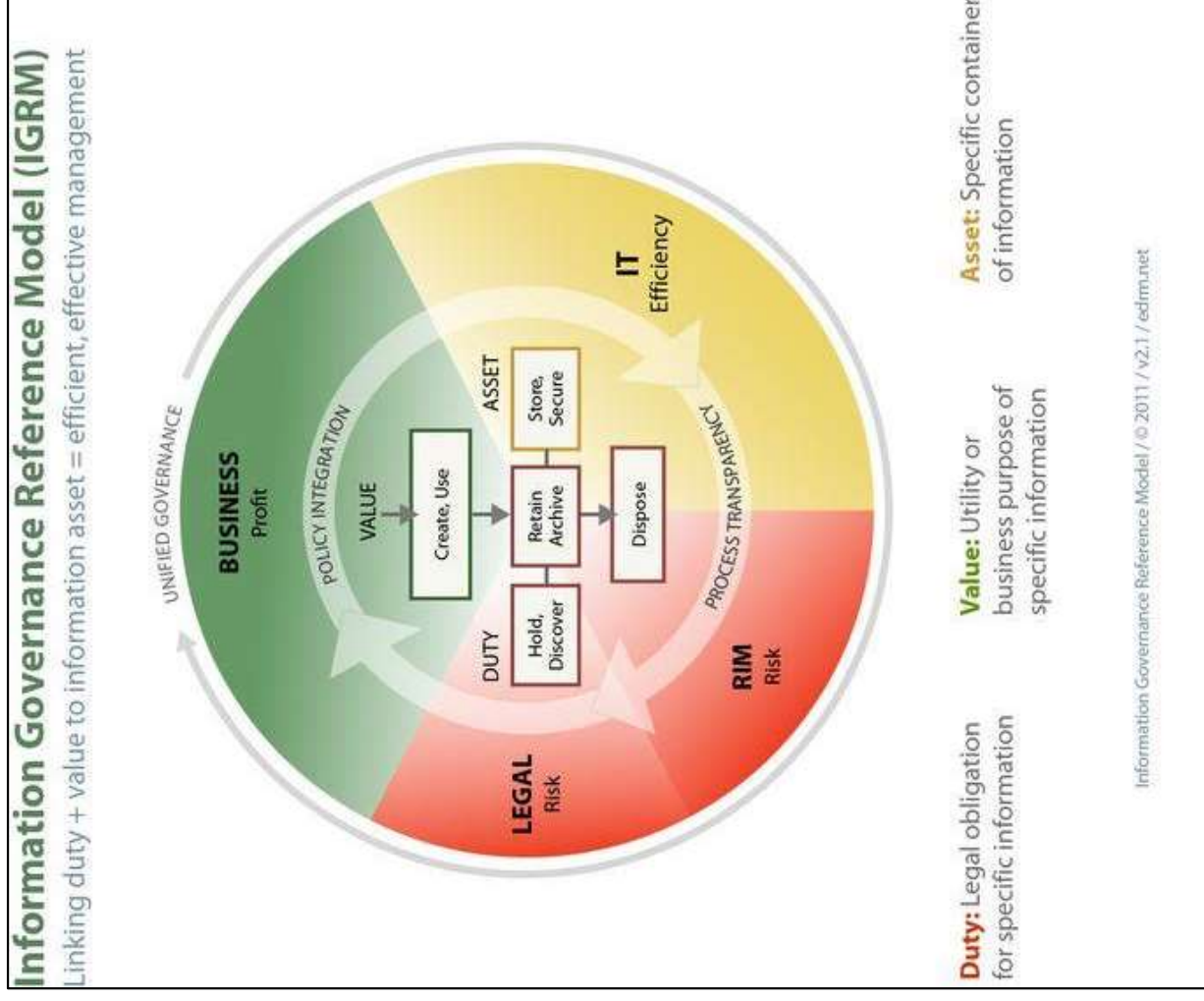
- Chapter 6 presents and discusses major information governance (IG) frameworks and models,
- Explains IG Reference Model
- Explains IGRM Diagram
- Explains the best practice considerations when implementing IG Policy
- Discuss the benefits and risks of having IG standards
- Discuss the key standards relevant to IG

Chapter 6: Information Governance Policy Development

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IG Reference Model

- Why does an organization need IG Reference Model?
- To foster the adoption by facilitating communication and collaboration between IG stakeholder functions, legal, records management, risk management, and business unit stakeholders.



IGRM Diagram

- Outer Ring

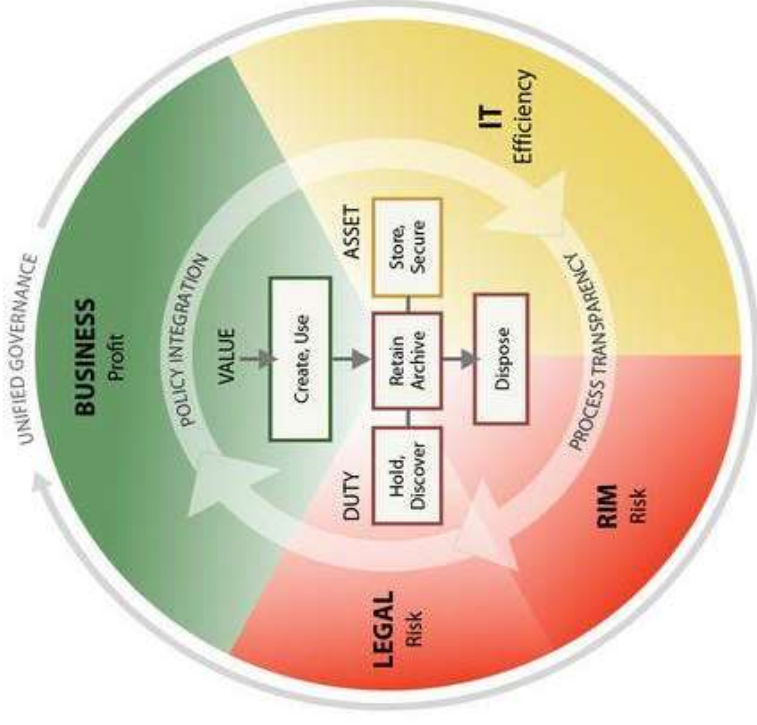
Conceiving a complex set of interoperable processes, and implementing the procedures and structural elements to put them into practice. It requires:

- An understanding of the business imperatives of the enterprise,
- Knowledge of the appropriate tools and infrastructure for managing information,
- Sensitivity to the legal and regulatory obligations with which the enterprise must comply

- Inner Ring

- Workflow diagram
- Outline steps that organizations can take in implementing information management programs.

Information Governance Reference Model (IGRM)
Linking duty + value to information asset = efficient, effective management



Duty: Legal obligation for specific information

Value: Utility or business purpose of specific information

Asset: Specific container of information

Best practice considerations when implementing IG Policy

Page 75 and 76 of the text book discuss 25 generic Best Practices

Benefits of having IG standards

- Improve information security
- Improve information quality
- Increase accuracy when dealing with external partners
- Remove interoperability issues
- Reduce cost and time

Risks of having IG Standards

Possible decreases work flexibility

Lack of understanding the standards confusion

Lack of mapping real-world cases to theoretical basis

Cost, time, and maintenance involving in implementing and updating standards

Key Standards Relevant to IG

- ISO 31000-2009
- ISO/IEC 27001:2005-
- ISO/IEC 27002:2005
- ISO/IE 38500:2008
- ISO 15489-1:2001
- ISO 15489-2:2001
- ISO 30300;2011
- ISO 30301;2011

Considerations in Developing IG Policy

- Understand organizational goals
- Understand organizational culture
- Understand organizational workflow
- Who is the executive sponsor who can support for the IG program and policies
- IG program must contain communications and training component
- Who are the IG stakeholders
- Establish relevant IG metrics that are useful and can be measured
- Establish test and audit procedures
- Give feedback to employees based upon metrics, tests and audit results
- Define clear penalties for policy violations
- Make sure all policies are accessible and are delivered to employees
- Be aware of new policies and standards

Chapter 6 Additional Resources

- Why is Reference Data Governance Mission Critical?

<https://www.youtube.com/watch?v=2AYx9CY0CuI>

- Best Practices for Developing Policies and Procedures

https://www.youtube.com/watch?v=8r5_ZZmezqQ

Chapter 7: Business considerations for a successful (IG) program

- Discusses challenges of unstructured data
- Discusses Information cost models
- Discusses the key factors driving information costs

Challenges of unstructured data

- Growing data volumes
- Lack of formality
- Lack of classification
- Lack of identification information ownership
- Lack of management

Information cost models

- Return on Investment Model (RIO)
- Total Cost of Ownership model (TCO)
- Full Cost Accounting Model (FCA)
 - General and administrative costs
 - E-discovery costs
 - Productivity gains and losses
 - Legal costs
 - Indirect Costs
 - Up-Front Costs
 - Future Costs

Key Factors Driving Information Costs

- E-Discovery
- Disposition
- Classification
- Digitization and automation
- Storage
- Network infrastructure
- Information search, access, manage, and collaboration
- Risk Migration
- Policy management
- Information compliance
- Discovering, managing, and structuring business processes
- Knowledge gaining and transfer

Chapter 7 Additional Resources

- The challenges of unstructured data
<https://www.youtube.com/watch?v=LMM-XIhLaYQ>
- GDPR Compliance: Practical Strategies for Information Governance
<https://www.youtube.com/watch?v=dShMq0Ps4PM>
- The International Organization for Standardization
<https://www.youtube.com/watch?v=3HJhgYOPfQw>
- ISO 31000 – Risk Management and how it can help an organization
<https://www.youtube.com/watch?v=XfV8OCheoNw>
- Full Cost Accounting: <https://www.youtube.com/watch?v=ffQPjPk2z20>

Questions

- Student questions/comments related to the course: Student Question Forum
- Student personal questions/comments: Emails
- Email: Mohamed.Meky@ucumberlands.edu
- Expect my feedback: 1-24 hours