

Information Governance

What to Consider?

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In This Issue: Information Governance: What to Consider?

Information Governance

By Eleonora Babayants

Information governance is about securing the information and also about using information for greater value. People don't talk much about value of information but information is strategic asset of a company.

What makes a company great among other things is the ability to take information and use it as an asset. Information is what drives an organization, whether it is through development of new drugs, new products, looking into new geographic regions to expand to, etc.

Information governance is like an insurance policy that you feel like you are paying for nothing, until you need it. You don't know when and if an "accident" will happen and you don't know how big it will be, but when it does happen, you are very happy that you have that insurance policy.

Content management can be costly in terms of fines, brand reputation, legal fees. In case of a legal discovery, the lack of documents means a disaster. Absence of document control in place will result in violating regulatory compliance.

Information governance and compliance are essential business functions. Risks need to be understood and managed. Risk management does not mean that every risk can be anticipated but it can plan for the risk and have alternatives ready.

Information governance – effective content controls, allowing all info to be securely and

properly shared across departments, geographic locations, and systems.

Organizations need a closed loop environment for assessing business risks, documenting compliance and automating control monitors to sift through their business systems.

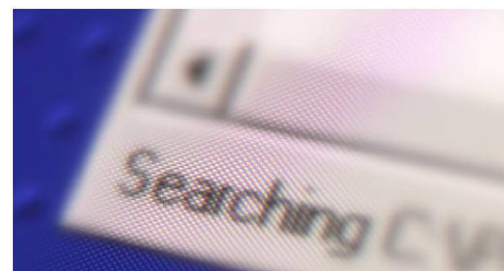
Benefits of information governance: helps management to enforce business mission, employees have information that is accurate and current; employees are more efficient and productive; operational cost is lowered; retention management optimizes cost-effectiveness of storage platforms; legal fees are reduced in case of litigation.

Where to Begin?

To start information governance initiative, create steering committee Outline the scope, timeline, and budget. It should be rolled out from the top. This way everybody will be on the same page.

Information governance strategy must account for the value of information and how it is classified and accessed. Information governance policies should support all of the organization's governance controls – retention, disposition, legal hold, data privacy and security.

Policies need to be scalable, enforceable, and measurable. It is better not to have a policy than to have a policy which can't be enforced.



Information Governance

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What to Consider in Information Governance?

Information governance should cover shared drives, CMSs, databases, email, cloud, etc.



Industry News

- ➔ Furthering Information Governance from AvePoint
- ➔ HiSoftware Acquired by Cryptzone
- ➔ IBM Announced Watson Analytics
- ➔ Cloud Content Connectors for Box and Dropbox from Accellion

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Government mandates

If you are in a regulated industry, you need to consider first and foremost government mandates such as GMP/GxP, ISO 9001. You need to make sure that your documents management and IT are compliant with these requirements.

Proliferation of content

There has been explosive growth in the creation and collection of content by organization and individuals. Content is stored in CMS, data warehouses, physical warehouses, desktop computers, file shares, back-up archives, mobile devices, cloud services, employees personal computers and other devices such as tablets, smart phones, etc. To complicate matters this information is also geographically, social media platforms, physical warehouses.

Information governance policies should cover desktops and shared drives, CMSs, databases and data warehouses, email systems, cloud based apps terms, meeting notes or even employees opinions on a given topic. Email requires governance and so it needs to be included in your information governance policies.

Cloud computing

If you use cloud computing, you need to create governance policy for it.

Mobile Devices

Employees use mobile devices to do their job. Many companies don't have policies that cover things like tablets and handhelds. You need to create policies for mobile devices and a mechanism to enforce those policies. And in the regulated environment, you would need to prove that you are enforcing those policies.

Social media

Create comprehensive social media governance plan. It should include compliance, supervision to interactive social content; perform conceptual search and policy-based monitoring of all info, inside and outside the firewall; establish social media usage policies and procedures and then train staff on them; preserve and collect relevant social media content for compliance and litigation purposes.

Wherever possible create separate business identities for social media to minimize capture of personal or private information. Govern employees' interactions.

"Bring your own device" (BYOD) phenomena

People bring their iPads, iPhones, etc. to conferences, work, taking notes, making presentations, responding to email, updating pipeline, etc. All this content belongs to the organization but the device does not. What happens when this employee leaves the company? Or that employee loses the tablet? What happens to information?

Be sure that the official version of the document is stored in your CMS and managed by your governance program. It is imperative to have a policy to protect this information and to enforce that policy across all those devices.

Security

Sensitive information must be protected – encrypted. LinkedIn got hacked and all passwords got stolen. What are you going to do that this does not happen to your organization?

Intellectual property

What about a pharmaceutical company developing a new drug, not yet under patent protection, and an employee takes that information to a competitor?

Of special importance is information related to future revenue. For example, a pharmaceutical company should place a high priority on protecting information related to future products which are not covered by patents.

It is vital for companies to have a system in place to protect sensitive content such as for example product roadmaps, manufacturing plans, vendor supply lists, marketing and promotional strategies.



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Industry News

Furthering SharePoint Governance from AvePoint

AvePoint has launched DocAve Governance Automation Service Pack (SP) 5, which allows administrators to implement an extensible data governance strategy that is said to empower users, is easy to maintain and scales as the organization grows. The company says Governance Automation gives business owners oversight into SharePoint site provisioning as well as content and permissions management in order to help develop an information architecture based on enterprises' specific needs.

Further, by offering permission level control, Governance Automation SP 5 provides more flexible security options during provisioning by defining specific groups and allowing requestors to add additional members during the site/site collection provisioning process. Administrators can now also limit the permission levels a requestor is allowed to ask for when making a permissions request.

HiSoftware acquired by Cryptzone

Cryptzone has acquired HiSoftware, which provides governance, compliance and security solutions. Cryptzone says HiSoftware's product portfolio offers a complementary set of solutions that will enhance Cryptzone's capabilities in securing

critical data in the cloud, on mobile devices and in customer data centers.

The combined company will offer a complete suite of context-aware access control, data security and compliance solutions. Cryptzone reports it will move to integrate HiSoftware's suite of solutions, including its Compliance Sheriff Web, Security Sheriff and Site Sheriff products, into the company's existing product set.

IBM announced Watson Analytics

IBM has introduced Watson Analytics, a natural language-based cognitive service that can provide immediate and simple access to powerful predictive and visual analytic tools for businesses. The company says the first release of Watson Analytics will include a "freemium" version of its cloud-based service designed to run on desktop and mobile devices.

IBM explains business users can gain instant access to persona-based business scenarios specific to their role. Instead of fumbling over data, searching for answers or testing hypotheses, the user can focus on understanding the business and effectively communicating results to stakeholders.

Cloud content connectors for Box and Dropbox from Accellion

Accellion, which provides secure, enterprise mobile file sharing and collaboration solutions, has unveiled kiteworks content connectors for Box and Dropbox to extend IT management and oversight to content stored by employees in cloud accounts. The new kiteworks cloud connectors now offer IT organizations the ability to enable, track and secure the sharing of enterprise content both inside and outside the firewall, states Accellion.

The complete list of kiteworks content connectors includes: SharePoint 2007, 2010, 2013 and SharePoint Online; Windows File Shares and Distributed File Systems; Documentum; OpenText; Google Drive for Work; Microsoft OneDrive for Business; Box; and Dropbox.

About Galaxy Consulting



Galaxy Consulting was founded with the mission and vision of helping organizations to manage their valuable information assets. Many of our clients, both large and small, have dramatically improved efficiency and reduced unnecessary labor hours through efficient methods, processes, and solutions we created.

Galaxy Consulting believes in partnerships with our clients. We are committed to working with you and to helping you transform your business. We will increase efficiency and productivity, maintain regulatory and legal compliance, improve collaboration, enhance innovation, and reduce costs through effective information management!

Call us TODAY to schedule a free, no obligation consultation!

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Galaxy Consulting provides services in business analysis and usability, content and knowledge management, records management, information architecture, enterprise search, taxonomy development and management, document control, and information governance.