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Digital Workplace

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"Digital should be seen less as a thing and more a way of doing things"

McKinsey & Company

According to the Association for Intelligent Information (AIIM Industry Watch[1], up to 79% of organisations realise that they must transform into true digital businesses in order to survive: "*as the currency that fuels and funds the journey, information is an organisation's most valuable asset*".

A truly digital business uses technology and advanced approaches to create and supply the *Right Information* to support the creation of new value in business models, enhancement of customer experiences, and optimisation of organisational capabilities to support core operations in a more efficient and effective way.

The information environment in a digitally mature organisation empowers business users with the appropriate skills, tools, governance structures and techniques. This allows users to confidently access and analyse trusted Information (from appropriate sources, in accordance with their role and access rights) via a variety of interfaces, regardless of location, organisational unit or technical skills.

Digital Information Environment
(source: https://elearningways.com/advantages-of-education-in-digital-information-environment)

Traditional information management approaches are struggling to keep up with the constant stream of data coming into organisations. The response is a convergence of traditional structured data business solutions and non-structured information management systems. Innovation and collaboration are vital to improved business performance, and the management of information needs to empower the right people at the right time to execute their business processes.

InformationGovernanceANZ highlights the importance of an Information Governance Framework to digitally enabled businesses to ensure meaningful, timely and reliable information is provided in the context of the business process. For information assets to be truly accessible, they need to be available where people work with intuitive usability. Information governance directly impacts the usefulness (and therefore the value) of business information. It also facilitates regulatory compliance and enhances security2.

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[1] AIIM Industry Watch: "*Best Practices for Automating Information Governance*", 2019
[2] InformationGovernanceANZ: "*Digital Transformation - The Role of Information Governance*", 2020

Digital Information Governance

A modern digital business considers technological and organisational processes to create a digital workplace that is agile, dynamic and flexible. Information Governance is a vital foundation for a modern digital workplace that defines how the information assets of an organisation are created, managed and used, in order to derive business value in contemporary ways.

Governance provides a framework of rules, standards, policies, norms, systems and processes which define how an organisation operates and performs its duties, how it is structured, sustained, regulated and held accountable. It encompasses elements like governance structure, risk management, compliance, administration and ethics.

Information Governance is a framework that defines how the information assets of a digital business are created, managed and used to support situational awareness, decision-making, business processes and digital services.

Digital Businesses Embrace Emerging Technologies and Digital Information Governance
(source: https://www.worldbank.org/en/research/brief/digital-business-indicators)

Digital business embraces the use of innovative technologies and approaches to harvest new value from contemporary business models, focuses on customer experiences, empowers people with skills and capabilities that support its core operations, develops information-powered environments, and builds digital workplaces.

Digital Workplace Drivers

- Achieve a measurable business value
- Reduce operational costs
- Operationalise innovation
- Raise productivity and efficiency
- Improve the customer experience
- Increase agility and flexibility
- Strengthen talent recruitment and retention

Tangible Benefits

- Address information age challenges
- Adopt new ways of thinking and operating
- Adapt to digital disruption
- Accelerate the agility and adaptability of you working environment
- Deliver business value in modern ways

> "The digital workplace gives employees the tools they need to improve their communication, collaboration and connections with each other.
>
> Implemented effectively, it allows organisations to mitigate common risks, adhere to their regulatory compliance mandates and ultimately realise enhanced business value"[3]

Essential digital workplace governance components include:

- **Guiding principles**: identify the business goals you are trying to achieve with the digital workplace and translate them into guiding principles to drive ongoing development.
- **Information governance strategy:** determine the focus of the digital workplace strategy and align it with the information management strategy.
- **Roles and responsibilities**: identify key stakeholders and create a suitable and sustainable interaction model. Define governance processes, metrics and oversight processes.
- **Education**: empower employees with skills that will allow them to harness the digital workplace to their advantage.
- **Orchestrated presence**: organise communication channels within the digital workplace to orchestrate the flow of information across the workplace without traditional boundaries, power kingdoms and siloes.
- **Collaboration:** establish and promote collaboration platform and encourage dialogue and knowledge sharing.

A modern information environment in a digital workplace, underpinned by the appropriate Information Governance framework, enables an information-powered organisation to deliver the *Right Information* to inform decision-making, provide situational awareness and increase overall information management capability for increased effectiveness, responsiveness and interoperability.

This empowers an organisation to develop and nurture an enterprise-wide information-centric culture.