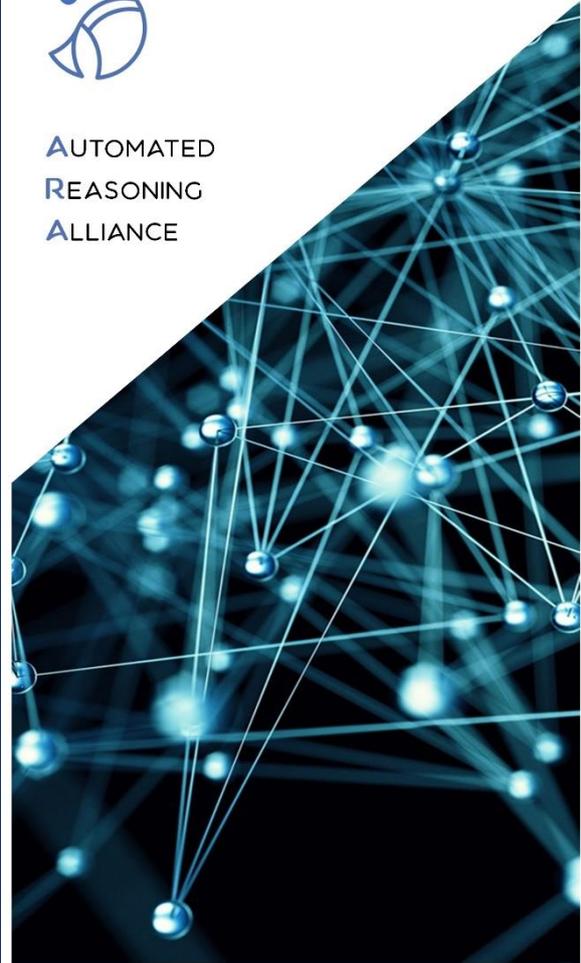AUTOMATED REASONING ALLIANCE

In partnership with

Institute for Information Management IM

Information Governance Model

PART 1

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AUTOMATED
REASONING
ALLIANCE

ART
OF
INNOVATION
WITH
INTELLIGENCE

INTRODUCTION

The volume, velocity and variety of information that most organisations today need to acquire, register, store, manage and protect often exceeds their ability to address information governance challenges.

According to the 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 contemporary approaches to provide the *Right Information* enabling the creation of new value in business models, enhancement of customer experiences and optimisation of their organisational capabilities to support its core operations in a more efficient and effective ways.

By "*Right Information*" we refer to the information of quality that meets or exceeds expected quality standards, it is delivered at the right time, presented consistently and accurately to all authorised users via appropriate channels.

The key barriers of having the Right Information delivered to the Right people at the Right Time in the Right Format in a business setting include:

- **Access** to Information
- **Quality** of Information
- **Efficient Use** of Information
- Ability to support **Business Evolution**.

When defining what digital business really means, McKinsey emphasises that

"*digital should be seen less as a thing and more a way of doing things*" [2]

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 information assets of an organisation are created, managed and used, in order to derive business value in modern ways.

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[1] AIIM Industry Watch: "*Best Practices for Automating Information Governance*", 2019
[2] McKinsey and Company: "*What 'digital' really means*", 2015

MODERN INFORMATION ENVIRONMENT

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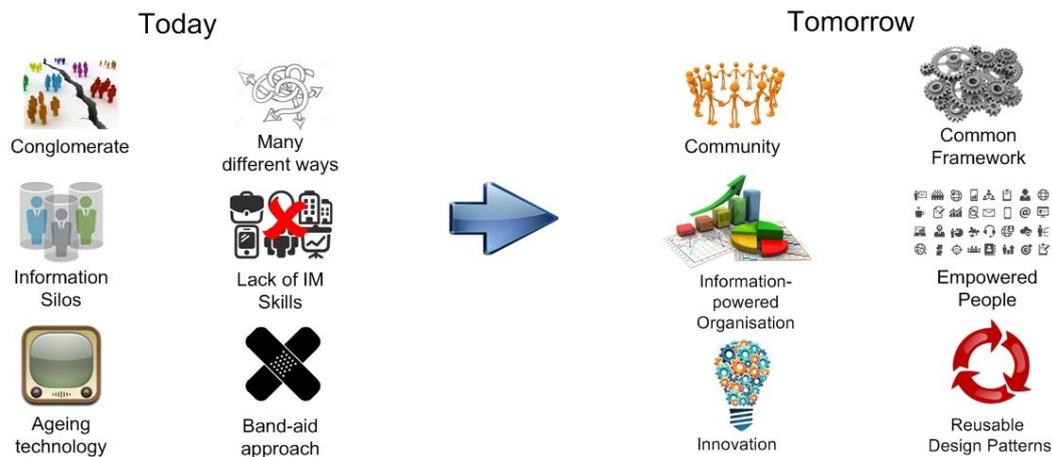

Figure 1: The transformation organisations need to undertake in order to become *Information-powered*

Information Powered

An *Information-powered* organisation is equipped with the *Right Information* that allows them to continuously optimise the way they:

- conduct their business
- streamline their operations
- deliver services and/or products
- derive answers, decisions and actions
- assess and manage their risks
- adapt to new realities.

The *Right Information* attributes:

- meets established quality standards
- presented clearly, consistently and accurately
- accessible to all authorised users via appropriate channels
- supports business goals
- enables decision precision
- empowers personnel with timely insights and knowledge.

Information Governance

Governance provides a framework of rules, standards, policies, norms, systems and processes which define how an organisation operate and perform 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 an organisation are created, managed and used to support situational awareness, decision-making, business processes and digital services.
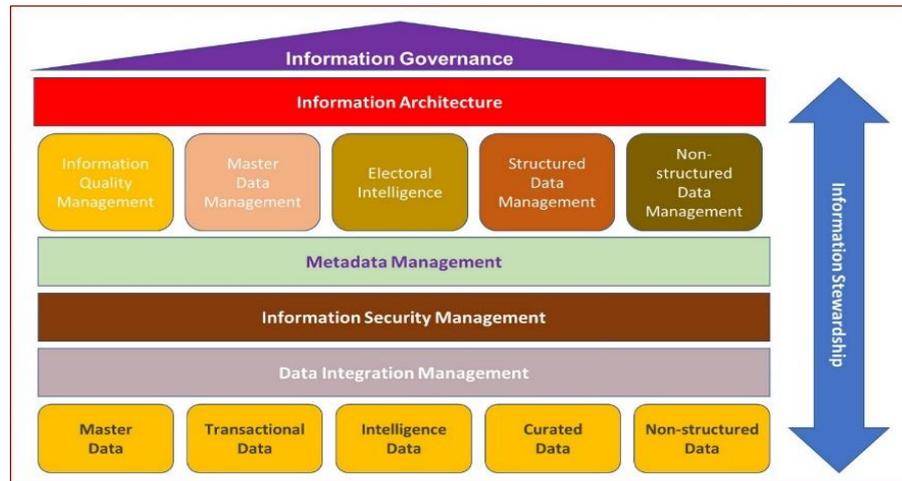
Figure 2: The essential governance components of a modern Information Environment

Information Governance of an *Information-powered* organisation is based on an information environment which applies good data management principles in acquiring, storing, managing and exploiting ALL their data, regardless of its source, type or level of structure (including transactional, intelligence, curated and non-structured data). It applies master data principles, integrates data in accordance with applicable legislation, regulation, compliance, risk and business needs. Data is transformed and exploited to derive information products, which are adequately protected.

The Metadata is managed to describe *Who, What, When, Where, Why* and *How* of information and underlying data.

A modern Information Architecture is:

- **flexible** - allowing for data formats and information output requirements to change over time
- **scalable** - enabling increase in data volume, variety and velocity
- **maintainable** - catering for a continuous flow of requests for new data features, adding new data connections and fixing broken data flows.
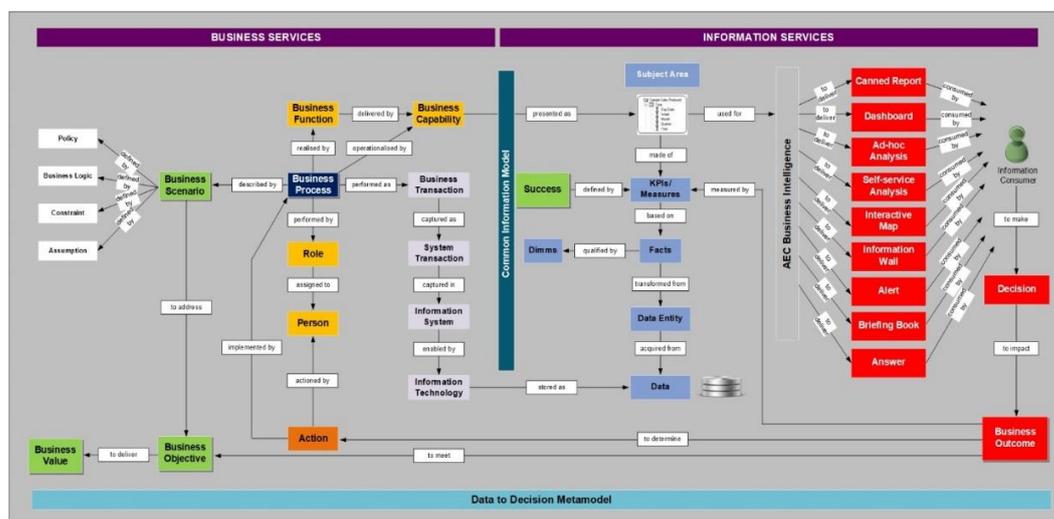

Figure 3: Data to Decision Lineage describes the data landscape in business terms