Better Together: How to Align with Data Governance Partners

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Agenda

• Information Management Trends
• Management & Governance Frameworks
• The Professional “Venn Diagram”
• Identifying Common Ground
• Parting Thoughts
Information Management Trends
Information Governance and the Records Lifecycle

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When we talk about records management on this blog, we often use the “R.I.M.” or “RIM” acronym as a shorthand way to refer to the “records and information management” field. Records management (RM) is no longer a siloed discipline; RIM practitioners need to manage records within the entire information landscape of their organizations.

Beyond the retention of records, information managers need to consider information security, regulatory compliance with privacy laws, and the infrastructure we use to store and manipulate our raw data—regardless of the “record status” of the information (see 6 LGC 201.003[8] for what is included in the legal definition of a record, and what is not). In a nutshell, this is information governance.

ARMA defines “information governance” as “the overarching and coordinating strategy for all organizational information. It establishes the authorities, supports, processes, capabilities, structures, and infrastructure to enable information to be a useful asset and reduced liability to an organization, based on that organization’s specific business requirements and risk tolerance.”

That sounds great! But how is information governance any different than records management? After all, records management also involves security policies, regulatory compliance, and complete lifecycle management. The key difference lies in the distinction between the terms “information” and “record.” Records are always information, but information is not always a record. For example, a completed W4 form is a record, and it provides information about an employee’s tax withholding preferences. However, a blank W4 form is not a record, even though it provides useful information about tax withholding in general.
Vision and Mission

Vision Statement
ARMA is the driving force in the promotion and advocacy of information management professionals.

Mission Statement
ARMA International is committed to providing our community of members and information management professionals with industry best practices and opportunities for professional development, ongoing education, and networking.
Data Governance Professionals Organization

What is Data Governance?

Data Governance is a discipline that provides clear-cut policies; procedures; standards; roles; responsibilities; and accountabilities to ensure that data is well-managed as an enterprise resource.

— from the DGPO Data Governance Glossary (a DGPO member benefit)
Management and Governance Frameworks

Strategy & Lifecycle Models
• Accountability
• Transparency
• Integrity
• Protection
• Compliance
• Availability
• Retention
• Disposition

Source: ARMA International
Data Lineage & Data Provenance

The Intersection of Records and Data Management
Data Governance Framework

The Professional “Venn Diagram”
That’s it?
To my mind, an IG and DM position should report to the RM who, in most cases, should either report to the CIO or be in an equal position to the CIO. Obviously companies organize differently for various reasons but if the RM and the CIO aren’t in partnership the same way the CIO and the Cyber team is, something, to me, is wrong.

And the Records Manager should ultimately own all information governance and data governance.

Is this a matter of RMs not engaging enough with technology to be seen as an equal in order to build records management into the design of systems? Or is it something else? Should there be clear lines between IM, IG, RM and DM? Who should “own” all of these functions?

No, this isn’t in-depth research, and it’s difficult to tell what the actual environment would be since I’m just browsing these descriptions to see what is happening in RM and IG world, hence the ask:

What are you seeing in your environments?
The Great Divide?
We hear the same promises...

Source: https://justcreative.com/internet-of-things-explained/
Source: https://cloudtweaks.com/humor/
We deal with the same problems...

Source: https://xkcd.com/1301/

https://xkcd.com/1781
So why the big divide?

- Legal vs. IT?
- Paper vs. Electronic?
- Compliance vs. Analytics?
- Business vs. Audit?
Difference 1: Program Priorities

Records – Disposition

Data – Availability
Difference 2: Funding

Records – Legal

Data - Business
Difference 3: Authorities

Records Program: Legal

Data Program: IT or C-Suite
Difference 4: Perception

Records: Paper, “Archive”  Data: Living Business Data
Identifying Common Ground
Data Governance Program Facets

- Data Governance
- Data Quality
- Data Classification
- Data Architecture and Design
- Data Reporting / Business Intelligence
- Data Lineage
Data Governance

What it is:

• A business capability that enables an organization to ensure high quality data exists through its entire lifecycle and controls are put in place to support business objectives

How records managers can help:

• Support identification of data owners and stewards
• Support data availability by providing disaster planning information
Data Quality

What it is:

• The process of making sure data adheres to certain rules set by the business, with the intent of catching outliers and improving the data through quality control measures

How records managers can help:

• Provide records control schedules
• ID common electronic records and checklists
Data Classification

**Answers:**

- What data types are available?
- Where are certain data located?
- What access levels are implemented?
- What protection level/does it adhere to compliance regulations?

**How records managers can help:**

- Provide information classification definitions
- Institutional knowledge on records protection
- Help identify “archive”/disposition triggers
Data Architecture / Design

What it is:

- Models, policies, rules or standards that govern
  - which data is collected,
  - how it is stored, arranged, integrated, and put to use
  - in data systems and in organizations

How records managers can help:

- Support identification of databases
- Provide common metadata from information governance programs
- Help with semantic and logical data models
Data Reporting / Business Intelligence

What it is:

• Reporting, “data driven decision making” enablement, dashboards...

How records managers can help:

• Help connect data governance professionals to unstructured data coordinators
• Help interpret business data through an information professional lens
Data Lineage

What it is:

- The visualization of data from its origination point and where it moves over time

How records managers can help:

- Identify and provide business process mapping
- Identify existing metadata controls
- Records lifecycle may provide insight into data lifecycle (especially systems of record)
Stronger Together, or Divided and Conquered?
Collaboration is Essential to Your Organizational Success

- Innovating with new teams can add additional funds to projects
- Brainstorming can foster improved strategic planning
- Identifying operational and business resources without new spending
- Developing shared or similar metrics can simplify reporting
- Networking across the organization can improve future project outcomes
Have a wonderful conference!
Do great things.

Questions/Comments?
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