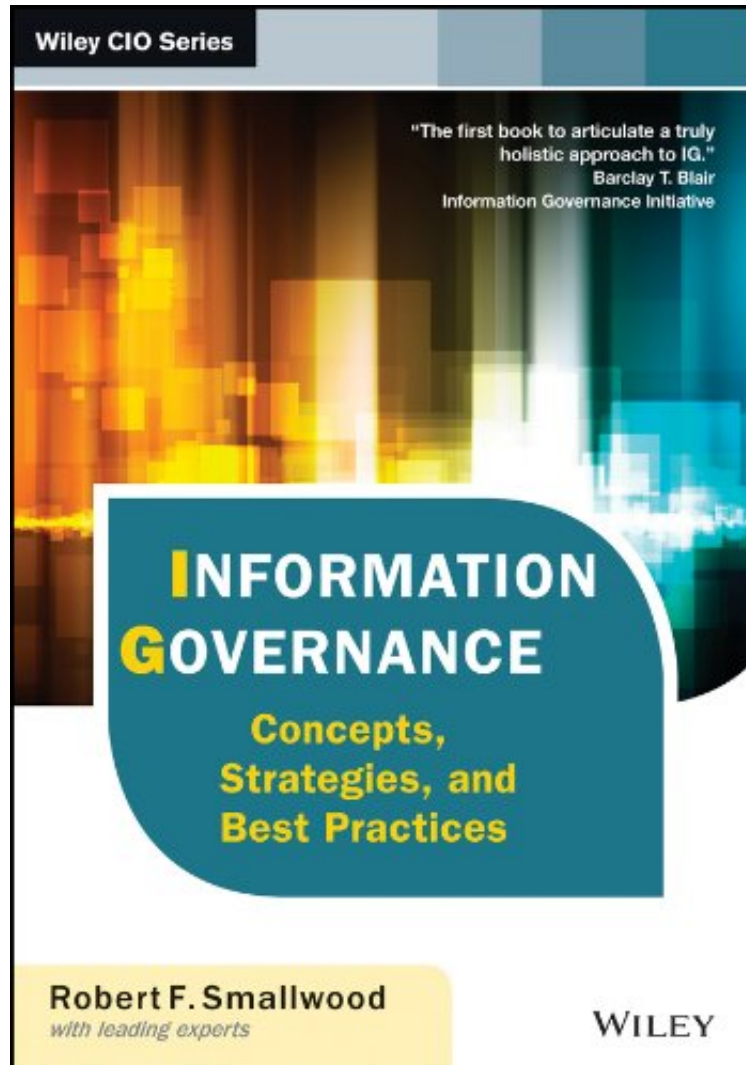


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Information Governance: Concepts, Strategies, and Best Practices (Wiley CIO)

Robert F. Smallwood

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Proven and emerging strategies for addressing document and records management risk within the framework of information governance principles and best practices Information Governance (IG) is a rapidly emerging "super discipline" and is now being applied to electronic document and records management, email, social media, cloud computing, mobile computing, and, in fact, the management and output of information organization-wide. IG leverages information technologies to enforce policies, procedures and controls to manage information risk in compliance with legal and litigation demands, external regulatory requirements, and internal governance objectives. Information Governance: Concepts, Strategies, and Best Practices reveals how, and why, to utilize IG and leverage information technologies to control, monitor, and enforce information access and security policies. Written by one of the most recognized and published experts on information governance, including specialization in e-document security and electronic records management Provides big picture guidance on the imperative for information governance and best practice guidance on electronic document and records management Crucial advice and insights for compliance and risk managers, operations managers, corporate counsel, corporate records managers, legal administrators, information technology managers, archivists, knowledge managers, and information governance professionals IG sets the policies that control and manage the use of organizational information, including social media, mobile computing, cloud computing, email, instant messaging, and the use of e-documents and records. This extends to e-discovery planning and preparation. Information Governance: Concepts, Strategies, and Best Practices provides step-by-step guidance for developing information governance strategies and practices to manage risk in the use of electronic business documents and records.

From the Inside FlapBig Data is here to stay. It has been estimated that 90% of the data in the world today was created in the last two years. At the enterprise level, though, only about a quarter of this data actually has business value. Storing and maintaining unneeded "data debris" is costly and diverts resources away from the management of high value information. Organizations need to adopt information governance (IG) policies in order to streamline and systematize approaches to Big Data and to more efficiently meet compliance and legal demands. Information Governance is the first book to address both the big-picture concepts and the proven, detailed best practices that are central to deploying IG. This book addresses the five key impact areas of IG, as set out in the Information Governance Reference Model (IGRM): Legal Functions, Records and Information Management (RIM), Information Technology (IT), Privacy Security, and Business Operations. Leading subject matter experts such as Barclay Blair, Monica Crocker, Charles Dollar, Randy Kahn, Esq., Barry Murphy, and others provide valuable new insights. Specific recommended processes, technologies, and best practices are presented in a clear, understandable format. For mid- and large-sized enterprises, information is a key source of value. But retaining excessive information also carries legal and compliance risks. In Information Governance, Robert Smallwood demonstrates just how costly mismanaged information can be. To minimize risk related to poor IG, organizations need to pare information down to the essentials and secure it properly. Inside, learn how to do these things the right way, to ensure compliance with internal governance requirements and external regulatory and legal demands. If information governance is so important, why have IG programs not been adopted by more organizations? And more importantly, why have so many existing IG programs failed so miserably? Smallwood explains that costs and benefits associated with information governance are still not widely understood. In the pages of Information Governance, the author builds the business case for IG through a comprehensive, pioneering approach for information-related risk assessments that leverages high value information. Carrying out well-considered IG initiatives is not easy, particularly when so much valuable information is stored and accessed by third-party service providers. Social media, mobile computing, and cloud computing, and certainly traditional e-mail, are exposed to leakage and theft risks. Even discarding unneeded information in a legally defensible way can be quite challenging. Information Governance addresses the practicalities of managing these various information platforms. This comprehensive book—the most comprehensive ever compiled on IG—is an essential resource to equip enterprises with a sound approach to governing and leveraging information in the age of Big Data. From the Back CoverThe first comprehensive approach to Information Governance By now, everyone knows that information can be enormously valuable, but how is that value affected by the huge costs involved in storing and maintaining it? How can organizations separate the "irrelevant sludge" of information from the real data goldmines? Crucially, how can information be kept, stored, secured, accessed, and when necessary, destroyed in a way that is consistent with legal requirements? Information Governance provides answers to these questions and many more. From broad concepts to the nuts and bolts of implementation, this book is an essential first step in any successful IG program. Information Governance is for CIOs, legal advisors, governance and compliance professionals, records managers, and anyone who is involved in managing content and information at an enterprise level. The field of IG is about more than just transferring traditional records management strategies to new technologies. Readers will learn about: The key components of a successful IG program Risk assessment for information governance Developing and implementing internal IG policies Legally defensible disposal of unneeded data Appraising the value of existing

records and documents Electronic document security (EDS) technologies and policies IG for social media, e-mail, mobile devices, and e-records Privacy considerations and regulations With a career of over 25 years in information management concentrating in electronic document technologies, noted authority Robert Smallwood has developed an expert approach to IG that is an important element of long-term program success. Information Governance provides the strategies that organizations need to get and stay ahead in a world of Big Data and increasing compliance and legal demands. Information Governance features major contributions from the following experts in the field: Lori J. Ashley, Barbara Blackburn, CRM, Barclay T. Blair, Charmaine Brooks, CRM, Charles M. Dollar, Patricia Franks, Ph.D., CRM, Randolph Kahn, Esq., Barry Murphy, Monica Crocker, CIP, CRM, PMP About the Author ROBERT F. SMALLWOOD is Partner and Executive Director of the Information Governance Institute at IMERGE Consulting. Mr. Smallwood is a widely recognized and published authority in IG, with special expertise in e-records management and e-document security. He has been quoted in the Wall Street Journal, Washington Post, New York Times, and appeared on C-SPAN, BBC, and a number of network news programs. Go to www.information-governance-training.com for IG education options.