

ITS 833 - INFORMATION GOVERNANCE

Chapter 7
Dr. Geanie Asante

Chapter Goals and Objectives

- What is the difference between structured and unstructured data?
- What is the difference between unstructured and semi-structured information?
- Why is unstructured data so challenging?
- Generally, what is full cost accounting (FCA)?
- What are the 10 key factors that drive the total cost of ownership of unstructured data?
- How can we better manage information?
- How would an IG enabled organization look different from one that is not IG enabled?

The Business Case for Information Governance

- Difficult to Justify
- Short term return on investment is nonexistent
- Long term view is essential
- Reduce exposure to risk over time
- Improve quality and security of information
- Streamlining information retention
- Looking at Information Costs differently

The information environment

Challenges of Unstructured Information

- Data volumes are growing
- “Unstructured Information” is growing at a dramatic rate
- Challenges unique to unstructured information
 - Horizontal nature
 - Lack of formality
 - Management location
 - Identification of ownership
 - Classification

Calculating Information Costs

- Rising Storage Costs (Short sighted thinking)
- Labor (particularly knowledge workers)
- Overhead costs
- Costs of e-discovery and litigation
- Opportunity Costs

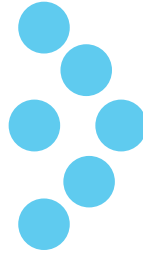
Full Cost Accounting for Information Models

- Total Cost of Ownership (TCO) Model
 - Return on Investment Model (ROI)
 - Full Cost Accounting Model (FCA)
 - Past, Present, Future Costs
 - Direct Costs
 - Indirect Costs
 - Flexible Application
 - Triple Bottom Line Accounting - Monetary, Environment, Societal Costs
- Full Cost Accounting
 - ✓ General and Administrative Costs
 - ✓ Productivity Gains and Losses
 - ✓ Legal and E-discovery costs
 - ✓ Indirect Costs
 - ✓ Up-Front Costs
 - ✓ Future Costs

The politics involved

ITS ALL POLITICAL!

Argument



Argument



Argument



Tools needed to establish facts about the information environment

Find Unstructured Information across enterprise

Combine Basic Metrics

Provide Sophisticated Analysis

Use Dashboards

FACTS



SOURCES OF Costs of owning unstructured information, cost reducers, and cost enhancers

COST DRIVERS

Outdated, Unenforced politics

Poorly defined information ownership and governance

Open loop, reactive e-discovery processes

Uncontrolled information responsibilities

Modernist, paper focused information rules

Ad hoc, unstructured business processes

Disconnected governance programs

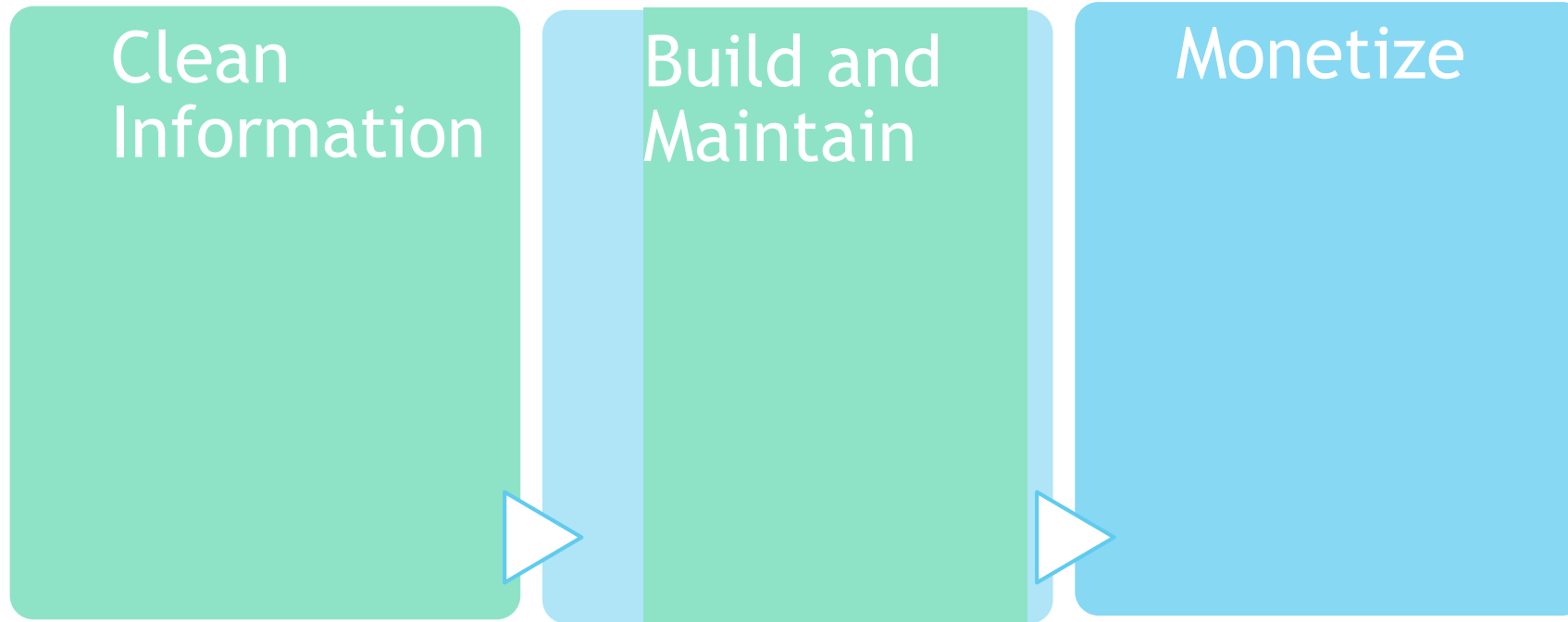
KEY FACTORS DRIVING COSTS

- 1 E-Discovery
- 2 Disposition
- 3 Classification and Organization
- 4 Digitization and Automation
- 5 Storage and Network Infrastructure
- 6 Information Search, Access, Collaboration
- 7 Migration
- 8 Policy Management and Compliance
- 9 Discovering and Structuring Business Processes
- 10 Knowledge Capture and Transfer

COST REDUCERS

- ▶ Formal, communicated and enforced policies
- ▶ Automated classification and organization
- ▶ Defensible deletion and selection content migration
 - ▶ Data maps
- ▶ Proactive, repeatable e-discovery procedures
 - ▶ Clear corporate governance
- ▶ Managed and structured repositories

Giving unstructured information value



The IG enabled organization

LEGAL



- More Efficient Litigation
- Standardized Legal Hold Process
- Information Privacy
- Reduced Information Discovery Costs
- Improved Legal Posturing
- Reduces Legal Risks

RIM



- Efficiently within the law
- Better management decision making
- Business records more easily identified
- Contribution to Knowledge Management Program

IT



- Contributes to achievement of business objectives
- Assist other business units achieve their goals
- Reduces corrupted and duplicated data
- Clean, accurate data
- Promotes analytics in business intelligence
- Improves communications with other business units
- Improves database security

THE END