

# Integrated Information Governance: A country perspective

## A National model

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# Agenda

- Defining Information Governance
- Information Governance – Organisation level
- Information Governance – Country level
- Proposed approach



# The current challenge

- Information Governance (IG) is an emerging discipline
- It is ill-defined, and is multi-disciplinary
- Approaches, models and emphasis focus on the “Discipline”, “Domain” or “Facet” speciality of the organisation (i.e. Records Management)
- As a result IG implementations are potentially incomplete and comprise fragmented initiatives
- Initiatives often overlap, conflict or duplicate effort
- Countries have a similar problem as relates to information management but IG is not yet discussed at country levels
- **If it doesn't happen at a country level, it is unlikely to filter down to organisations**

The negative consequences of fragmentation or silo thinking include and duplication of effort and missed opportunities or synergies

*King IV Report on Corporate Governance*



# Initial definition

- **Information Governance** is the set of multi- disciplinary structures, policies, procedures, processes and controls implemented to manage information on all media in such a way that is supports the organisations immediate and future regulatory, legal, risk, environmental and operational requirements.

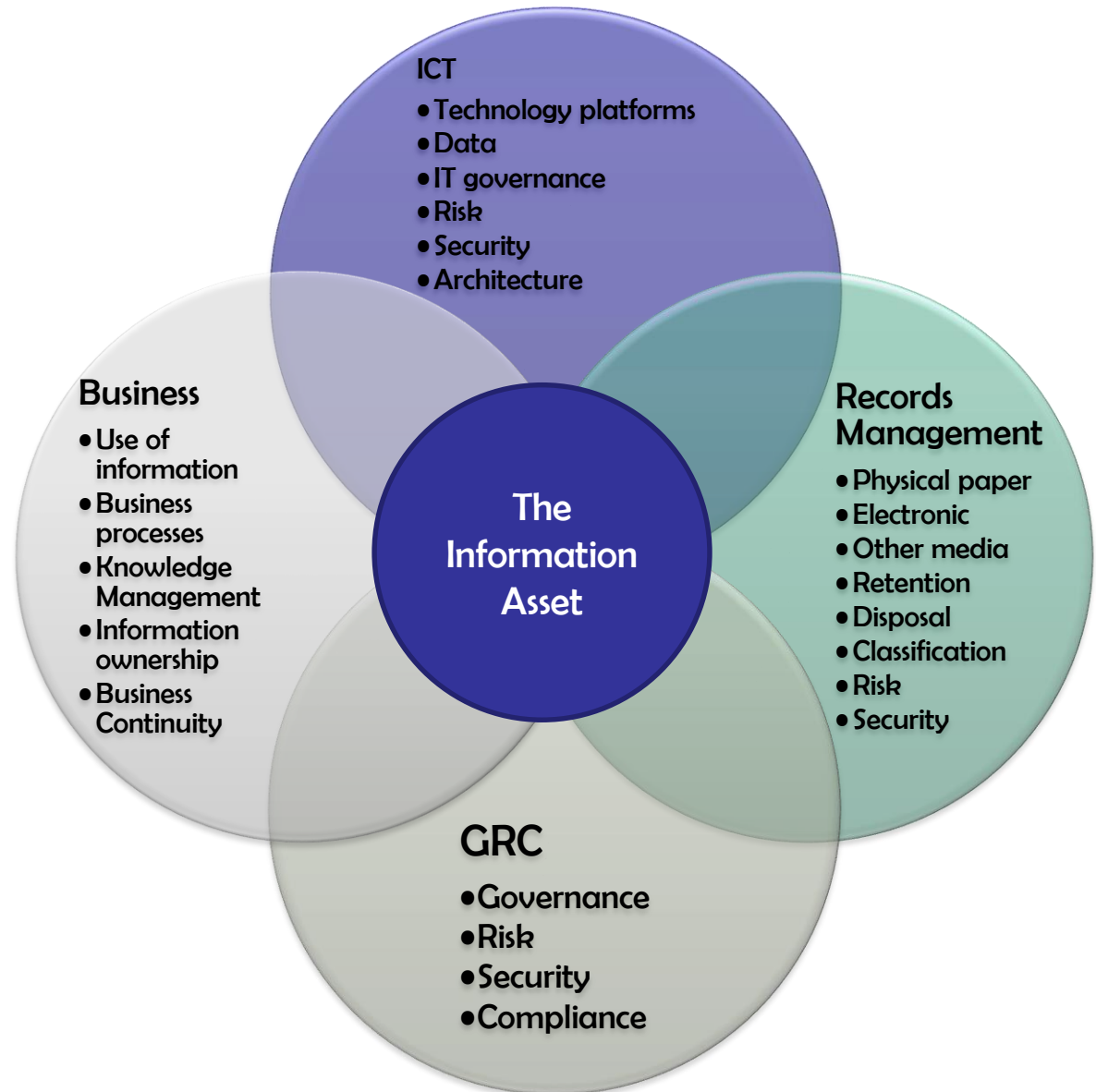
*Mullon, 2009*

Principles in this definition should form the core of any IG definition



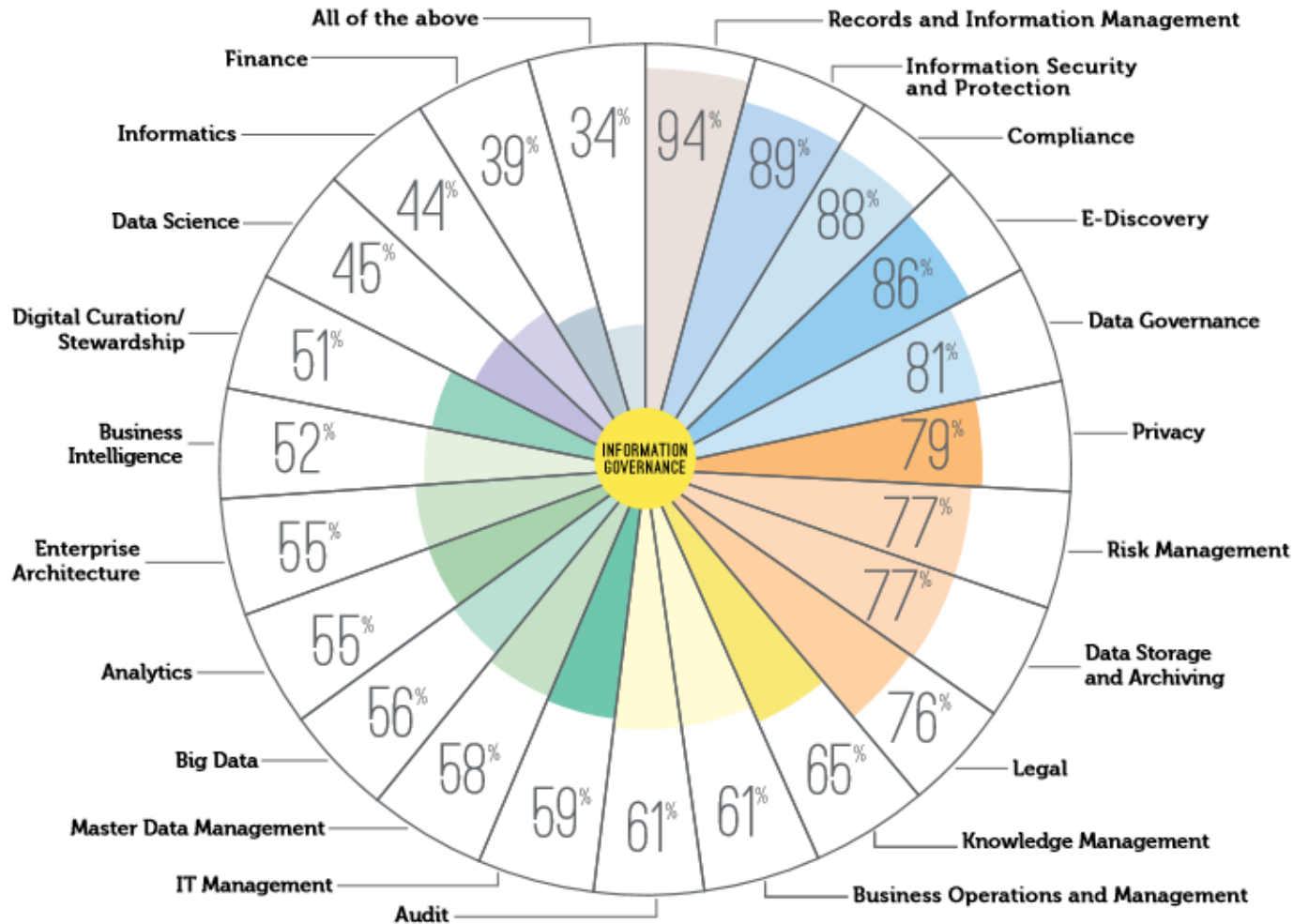
# Domain overlaps

- Many stakeholders, with vested interests
- Information is a Business Asset
- ICT provide platforms
- Records Management provides custody
- GRC Provides Governance





# IGI Facets Research





# Integrated Information Governance



## Key Success Factors

- Executive Buy-In
- Aligned to Corporate Goals
- Integrated approach
- Change Management
- Stakeholder inclusion



## Common Features

- Governance Structures
- Strategy
- Policies
- Procedures
- Standards
- Metrics
- Reviews
- Benchmarked



## Principles

- Accountability
- Integrity
- Protection
- Compliance
- Retention
- Disposition
- Transparency
- Availability



## Domains

- Corporate Governance
- Records Management
- IT Governance
- Data Privacy
- Knowledge Management
- Master Data Management
- Information Security
- Information Risk

Information life cycle



# Pillars for successful Records and Archives Programmes

Instruments

Infrastructure

Interest

**Legislation (enforceable)**

**Technology**

**Change management**

**Regulations**

**Buildings**

**Communications**

**Directives**

**Staffing structures**

**Inclusion (all stakeholders)**

**Policies**

**Internet (Web 2.0)**

**Culture**

**Procedures**

**Systems**

**Involvement**

**Metrics**

**Ability to implement**

**Willingness**

**Measured**

**Education**

**Perceived Benefit**

**Rectified (enforced)**

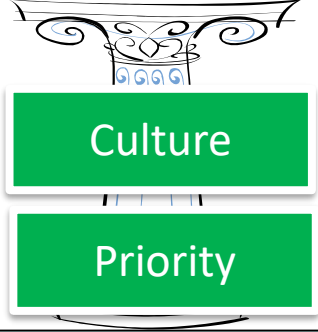
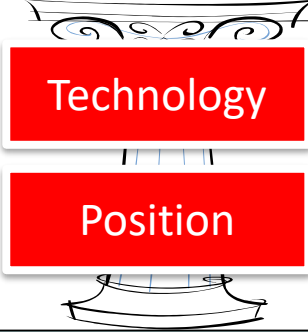
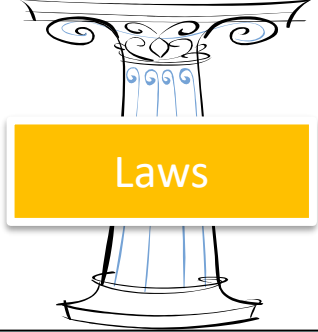
**Delivery platforms**

**Accountability**



# TIERS – TOP DOWN

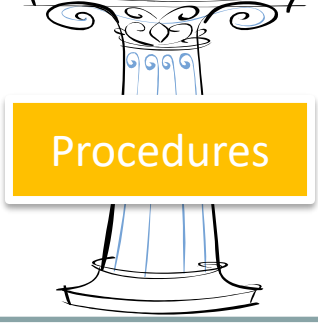
**Government – President**  
**Legislative instruments, support infrastructures, mandates**



**Organisational – CEO/Minister/Directors**  
**Policy, infrastructure, directives, executive support, culture**



**Departmental/Manager/User**  
**Head of departments commitment, user tools, training**





# Reality – organisation level

- Only some aspects/domains/facets of IG are implemented in most organisations
- In an organisation, each domain will be at different levels of maturity
- Different stakeholder groups are responsible for each domain
- There is generally no over-arching structure responsible for IG
- Domains compete for limited resources and are “knee-jerk” responses to legislative, legal or risk drivers

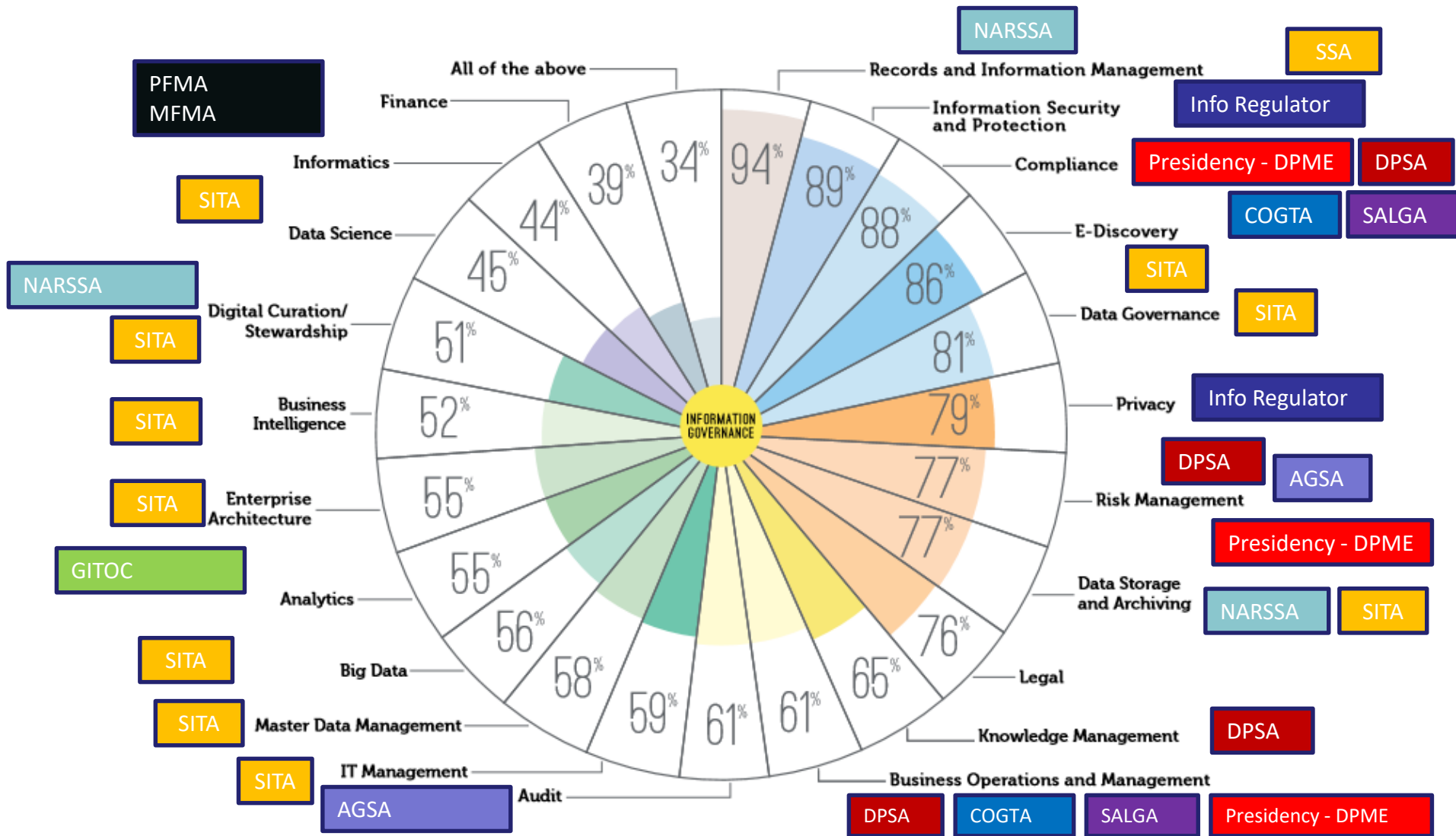


# Hypothesis – country level

- Only some aspects/domains/facets of IG are legislated, driven by policy in most countries
- In a country, each domain will be at different levels of maturity
- Different stakeholder groups are responsible for each domain
- There is generally no over-arching structure responsible for IG
- Domains compete for limited resources and are “knee-jerk” responses to legislative, legal or risk drivers
- Lack of political will
- Structural deficiencies limit ability to impact on individual domains let alone an overarching domain



# The country perspective South Africa





# Proposed model

Information Regulator  
A Single Information-Centric oversight Entity

Privacy Regulator

Records and  
Archiving Agency

E-Government

FOI

Digitisation

State IT  
Organisation

Other



# Proposed model

Integrated legislative framework  
Common legislative principles

Common Information regulations

Common environmental regulations

Common xxxxx regulations

Privacy

Records and Archiving

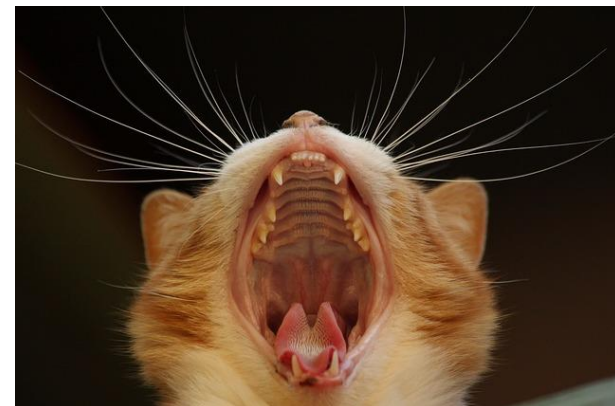
eGovernment

FOI

Digitalisation

Other

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# Proposed way forward

- Development of country think tank
- IG Country Governance structure developed
- Single coordinating body established
  - Information Regulator (broader scope than Privacy and Freedom of Information)
  - Multi-disciplinary
- Synthesis of legislation and policy
- Integrative Approach – Coordinate existing structures
- Central Governance, Organisation management



Thank you