CERTUS

INFORMATION GOVERNANCE

PRODUCT SHEET

Quick Facts

- Information governance brings together people, processes and technology.
- It includes the system of decision rights, roles, responsibilities and accountabilities for information-related processes that are executed according to an agreed model across an entire organisation.
- We believe a well-executed end-to-end information governance strategy and process establishes a framework to turn information into a trusted business asset.

INFORMATION GOVERNANCE

Have you started planning your information governance strategy yet?

Information governance is not a project or even a program. You cannot just throw people at it. It requires a cultural shift to enable clear, concise and coordinated communication across an organisation.

A successful information governance strategy involves stakeholders from all parts of a business collaborating to achieve the collective governance goals – bringing your people, processes and technologies to a common maturity level.

"Organisations that implement an information governance strategy achieve better business results than those that are less mature in their governance initiatives."

The 2011 Forrester Consulting Report 'Information Governance: Turning Data into Business Value'

FRESH IDEAS. EXCEPTIONAL OUTCOMES.

Why choose Certus for Information governance?

Certus is a specialist in the field of information governance. We regularly engage with clients who want to understand the information they have, who need to keep information relevant and manageable, and want to make their information purposeful. Some want to optimise opportunities they discover in their information. And we assist business managers who are asking themselves such challenging questions as:

- How will we manage our information from a business asset value perspective?
- How will we convert information into a business asset?
- Can we trust that our information is accurate and relevant?
- Should we improve our decision support capabilities?
- Do we have regulatory or compliance issues that need dealing with?
- How can all this information help us to make more informed decisions?
- Do we have an information security issue?
- How can we reduce information related re-work?

Information governance addresses these and other information maturity issues faced by organisations of all sizes and in every sector. Our Certus governance team are certified experts in the use of the tools that enable organisations to govern information properly.

Steps to ordered information

To begin implementing an information governance strategy in your organisation, contact Certus to:

1. Conduct a maturity assessment of your current information capabilities
2. Identify realistic and achievable future state information capabilities
3. Build a pragmatic roadmap to bridge the gap
4. Develop a method map that defines governance activities within your departments
5. Bridge the gap between business and IT
6. Develop a common vocabulary and deeper understanding of your enterprise information

The roadmap is of key importance to governing information and keeping it aligned with corporate strategy. The roadmap is where the business and IT become unified to achieve strategic corporate goals. Coordination, collaboration and communication therefore become a tangible reality on a task by task basis. IT can no longer provide the chronicle of events that determine business activities; they must become partners in the corporate strategy. From the board level down, governance has always been pivotal to management practice. In this era of information management, information governance is considered to be of equal importance. It is becoming the agent that binds organisational processes, people and technology together.

> "The key ingredient for an information governance strategy is having a roadmap – understanding how to get started, what steps to take in the next six months and what you're trying to achieve over the next three years."

Vincent McBurney
Practice Lead, Information Management Certus Solutions

Snapshot case study

A large Australian state government department engaged Certus to implement an information governance framework – tools, processes and roles – to manage incoming data.

We faced some unique challenges that required modifications to traditional definitions of information governance roles. The department was unable to assign the "data steward" task to individuals. We created an ownership structure based on data steward groups for subject domains. Individuals rolled in and out of stewardship roles as they joined governance groups.

The IBM Business Glossary was deployed. Initially only 200 terms were entered and assigned to a small number of steward groups. Since then the glossary has grown to over 4000 terms across multiple domains and can be accessed by 3500 staff.

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