How to Reduce Confusion Surrounding Records, Information, and Data Using Controlled Language in Your IG and RIM Programs

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− Over 30 years of some sort of experience in RIM and IG services...It’s all Linda’s fault!
− Served ARMA International at all levels
− Governance Lead for the RIM Team at Navy Federal Credit Union...Helping enable RIM operations across the global enterprise
WORKSHOP OVERVIEW

The problem:
- Similarities, differences, and sometimes overlapping, definitions of records, information, data, and knowledge, frequently cause confusion within an organization.

The solutions:
- Create a basis for the use of controlled or uniform language within an organization.
  - Create uniform definitions of records, information, and data
  - Communicate the uniform definition of records, information, and data
- Create a unification roadmap for governance and management
- Create, communicate, and operate under a unified management structure

Problems

Problems...
- **Confusion** in definitions – Records, Information, Data, Knowledge
- **Confusion** through misuse of, equating with one another, and use of terms interchangeably or in an inappropriate manner
- **Confusion** in how information assets are governed and who is, or should be, controlling the governance function for each set of these assets
- **Confusion** in how information assets are governed and who is, or should be, controlling the management function of each of these assets
First – Back to Basics

- RIM / IG in your Organization
- RIM Roles & Definitions
- Information Management
- Information Governance
- Data Management
- Data Governance
- Knowledge Management

RIM/IG in Your Organization

- RIM/IG Program – Created at the enterprise level by policy or similar documentation
- Mission/History – Varies from organization to organization
- Placement – Varies as well (Information Management, Administrative Services, Archives/History, Legal/Compliance...)

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RIM Roles & Definitions

- **Records Management** – The field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use, and disposition of records, including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records.¹

- **Roles** – Your organization may have defined roles related to RIM such as *records owners, records stewards, records custodians*, and the like.

- **Responsibilities** – Roles should have appropriately defined responsibilities associated with them.

¹ ISO 15489-1:2016

Information Management

- **Information Management**
  - Manages the people, processes, and technology
  - Provide control over the structure, processing, delivery, and usage of information required for management and business intelligence purposes
  - Information can come in many forms (structured, unstructured, paper documents, audio, video, etc.)
  - All must be managed across its lifecycle
Information Governance

- **Information Governance** - The specification of decision rights and an accountability framework to ensure appropriate behavior in the valuation, creation, storage, use, archiving, and deletion of information.¹
- **Includes** the processes, roles and policies, standards, and metrics that ensure the effective and efficient use of information in enabling an organization to achieve its goals.

¹Gartner Glossary

Data Management

- Subset of Information Management
- Disciplines include:
  - creating
  - obtaining
  - transforming
  - sharing
  - protecting
  - documenting
  - preserving³

³DAMA Guide to the Data Management Body of Knowledge
Data Governance

- “a system of decision rights and accountabilities for information-related processes, executed according to agreed-upon models which describe who can take what actions with what information, and when, under what circumstances, using what methods.”
- This speaks to how an organization determines its standards, and policies; as well as indicating the methods and actions, and authorized actors working with data.
- **Roles** such as Data Owners, Data Stewards, Data Custodians, Data Governance Committee, or Council.

What about Records Governance?

- Why don’t we talk about Records Governance?
- Records Management viewed as tactical only
- Where is the strategic view in RIM?
- Think about this...
Knowledge Management

- Fosters organizational learning and the management of intellectual capital as an enterprise resource
- Knowledge management and data management depend on high-quality data and information

Solutions

Create a level playing field to help foster the understanding needed, starting with a:

- Language
- Definitions
- Alignment
- Roadmap
- Unified governance structure
- Unified management structure
Why Controlled Language

- Using a controlled or uniform language can, among other things, improve organizational communications; and,
- Reduce risk in legal and compliance areas

More Definitions

- A record is information created, received and maintained as evidence and as an asset by an organization or person, in pursuit of legal obligations or in the transaction of business.⁴
- Information is any content, documents or data that is processed, organized, structured, or presented in a given context to make it useful.
- Data is raw, unorganized facts that need to be processed.
Keep it Aligned

A Unified Roadmap

- Consolidates efforts
- Reduces redundancies
- Increases awareness

- Brings the enterprise to a point where all efforts are well defined and expressed in a uniform language
Unified Governance

- Consider bringing the governance of all information assets under the same structure
- May cause some confusion and growing pains at first
- Once matured will reduce confusion and redundancies
- Can create a smoother path for understanding the needs for protecting information assets and making them a more usable resource

Unified Management

- Governance provides the strategy
- Management involves the allocation of resources and oversight of day-to-day operations of the tools, processes, and human capital
- Unified management brings these together for records, information, and data
Concluding Thoughts

− Unify language, governance, management
− Unify communications
− Create an equal footing
− Change management is key
− You are not alone on this journey

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