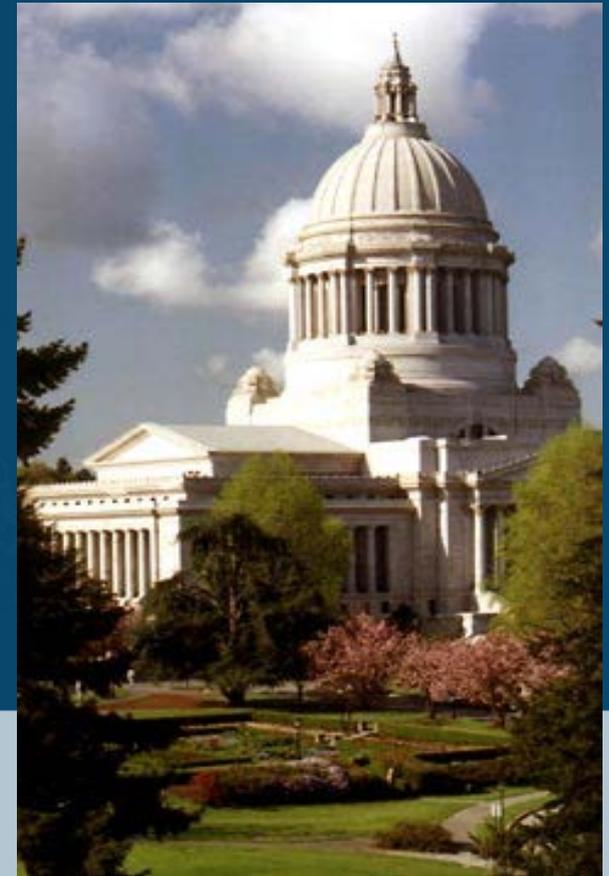




Information Governance



Enterprise Content
Management



Get Engaged

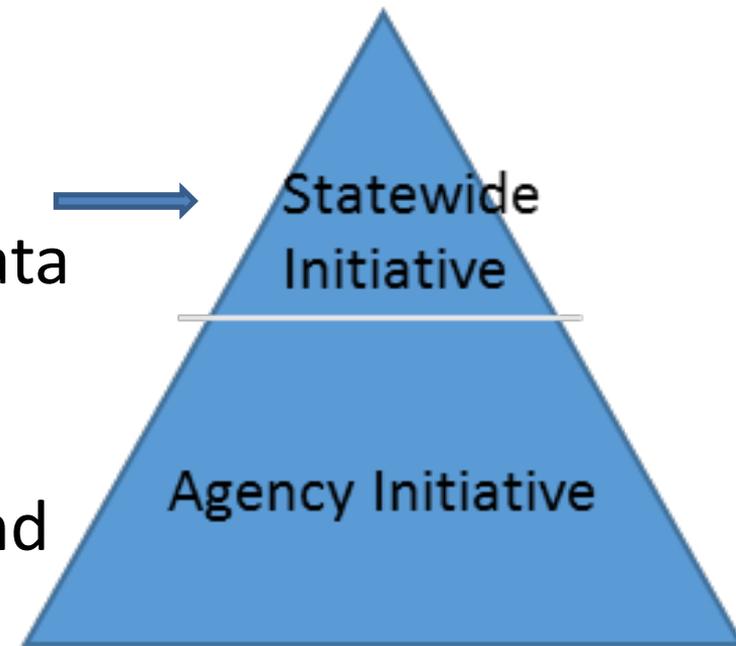
Please join us to provide input to the 2014 State GIS Strategic Plan update on April 17, 2014.

I.T.'s Transparent

Reporting of major technology projects

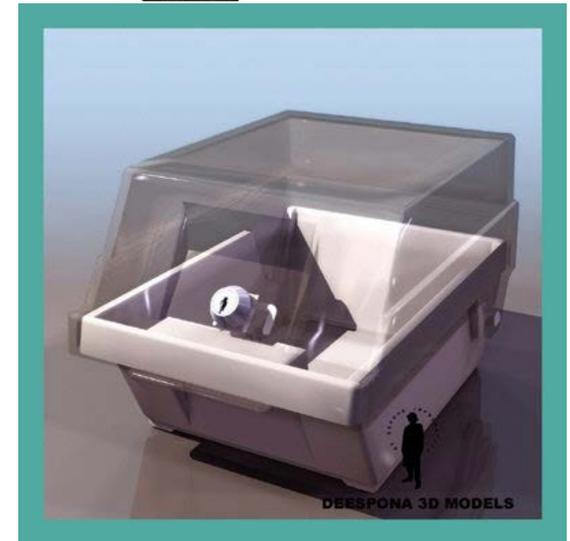
Purpose:

- Clear the Path for Agencies to Organize and Manage Electronic Documents and Unstructured Data
- Use Multi-Agency, Multi-Disciplinary Teams to Develop and Gain Support for Principles, Guidelines, and Tools, to Speed Agency Adoption



Information Governance / ECM

Then Came PCs, XTs, and Networks



The advent of the PC shifted computing to the hands of end users. There were no tools to organize electronic records.

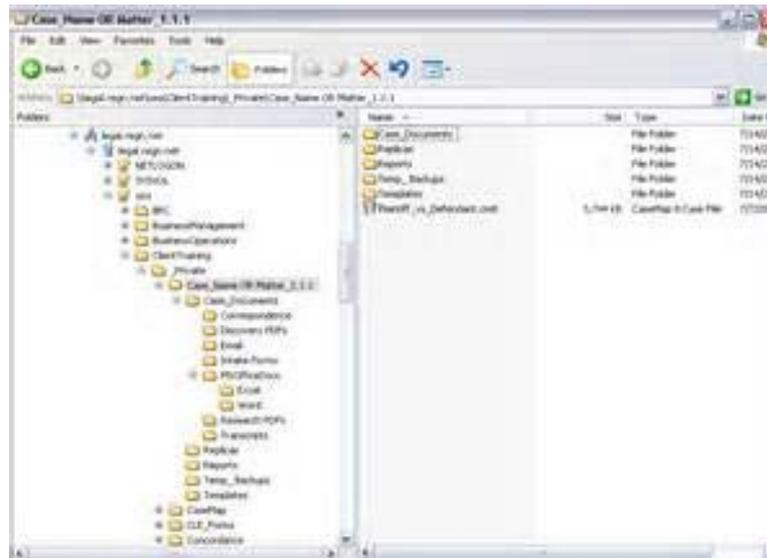
It's All About Classification People Can Follow



Store things so we all can find them and throw expired things away.
(In a way that's convenient, timely, accurate, and cost effective.)

Employee Impact:

- Inability to find business records
- Wasted time remembering and navigating folder structures
 - Let's see... where did I put that?
- Searching increases frustration and stress.
- 10% - 35% of knowledge worker time is spent searching for or recreating lost information



LEAN- The 7 Wastes:

1. Overproduction
2. Inventory
3. Time/Waiting
4. Transportation
5. Processing

6. Motion: Unnecessary physical or mental motion often associated with searching

7. Defects

Records Impact:

- Duplicate records proliferate in the office
- Expired records aren't dispositioned
- Multiple storage locations on devices, network, media (thumb drives, cloud)
- Mobile: Can't get data to remote workers – More duplication
- Growing Bow Wave of Redundant, Obsolete, Transient data (ROT)
- Public Disclosure Problems Ensur
 - Excessive staff time wasted in search
 - Wasted effort in Production: Must produce all responsive records, including growing ROT

Records Impact



The Commonwealth of Kentucky will double its storage to 2 PB in the next 6-12 months alone.

April 17, 2014



ROT: Redundant, Obsolete, Transient Data

Records Impact



“The agency is experiencing an explosion in *unstructured* digital content growth. 50%/year
April 21, 2014



ROT: Redundant, Obsolete, Transient Data

Records Impact



“Unstructured data growth and disorganization as one of our larger problems.
25% / year

April 22, 2014



ROT: Redundant, Obsolete, Transient Data

- Requests received (All Divisions): 115
- Staff hours devoted to filling requests: 606.2* hours (All Divisions)
 - Consumer Services: 81.2**
 - Securities: 525
 - Banks: 0
 - Credit Unions: 0

* Does not count Regulatory Projects Coordinator (~.25 FTE, Mostly Off Hours)

** Underestimated due to subpoena/PRR overlap

Business Impact:

- \$4.6M in fines paid from 2006 – 2012 from failed PDRs and non-compliance
- Increased PDR frequency, staff frustration, workloads, FTE requirements
- Agencies are losing staff time for core mission work
- Increasing costs for unnecessary storage, processing, and infrastructure

Organizational Impact:

Managers feel stuck – too big to fix it, embroiled in endless R.M. arguments

Employees think this is just the way it is, ignore Records Management Requirements

No patience for spending *more time or effort* on Records Management

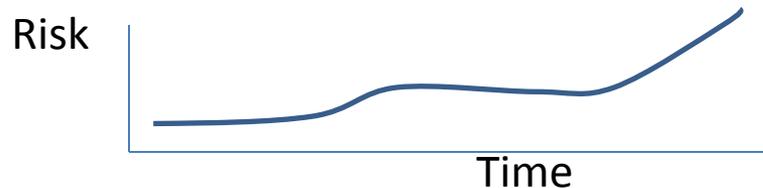


Most people spend more time and energy going around problems than in trying to solve them.

(Henry Ford)

izquotes.com

Let's Just keep Limping Along...

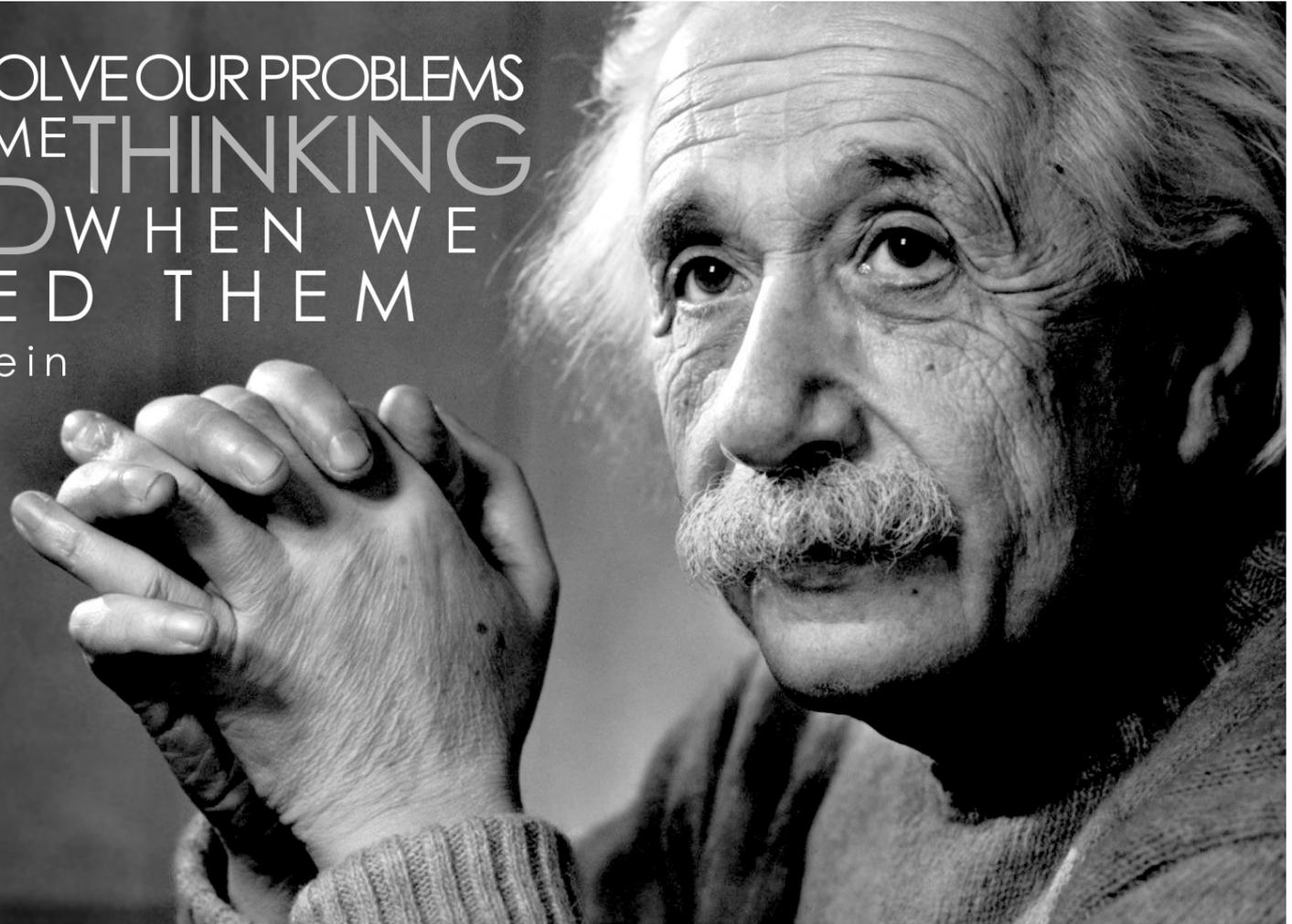


Risks are starting to increase dramatically

- Mobility will further increase demand for access to documents and data
- More duplication
- Consumerization of IT:
 - Increasing consumer cloud storage options (inaccessible by the agency)
 - Increasing consumer cloud services for employee collaboration

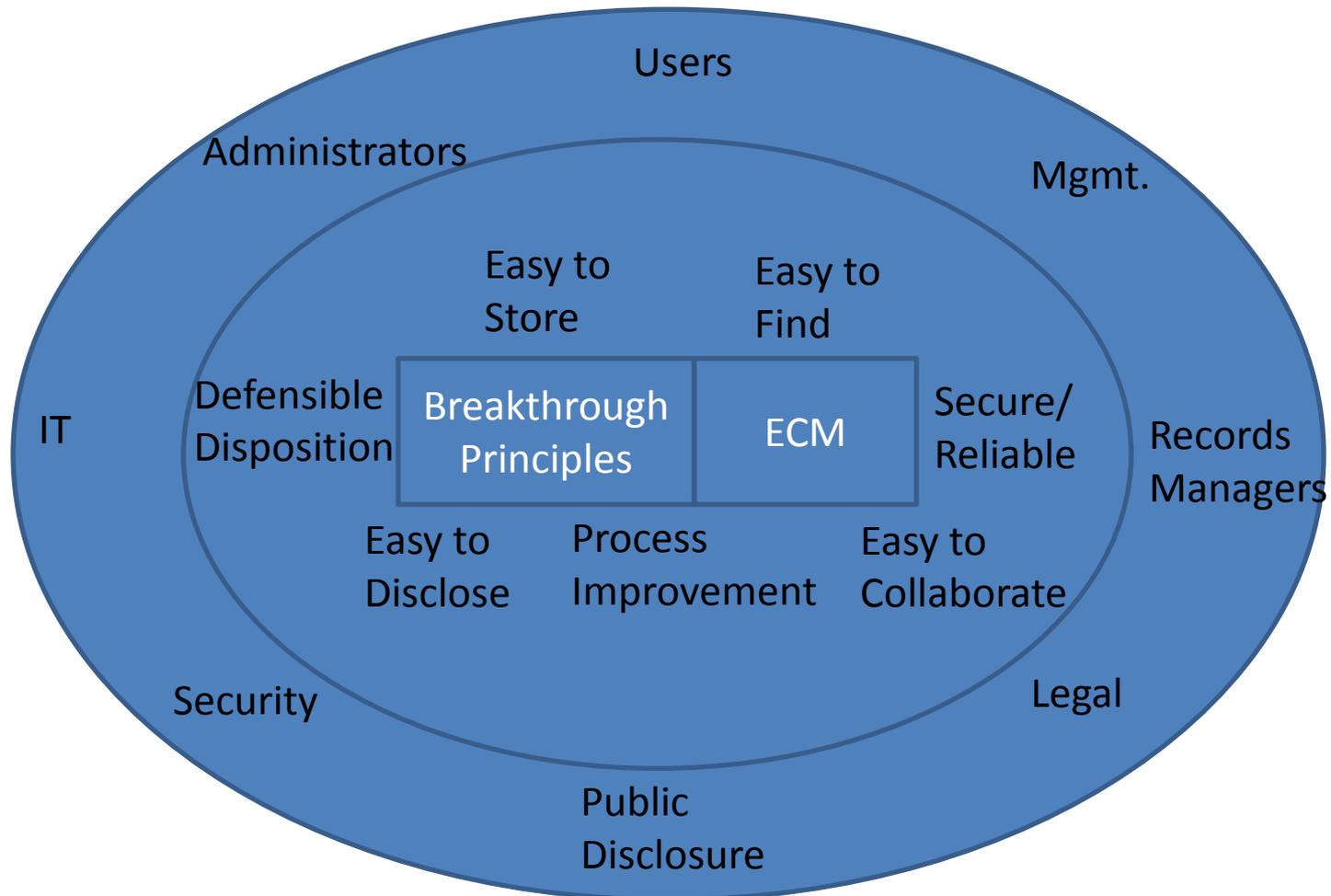
Information Governance / ECM

WE CANNOT SOLVE OUR PROBLEMS
WITH THE SAME THINKING
WE USED WHEN WE
CREATED THEM
-Albert Einstein

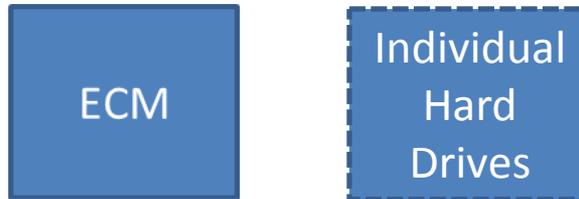


Information Governance / ECM

A Better Way to Manage Our Unstructured Information



Finding a document with ECM, at DFI



Finding a document now, at DFI.

EV/DA
(e-mail)

Oracle
IPM
(imaging)

Physical
files
(on-site)

Box.com
(cloud
data)

H:/ drives
(personal
shares)

X:/ drive
(share
drive)

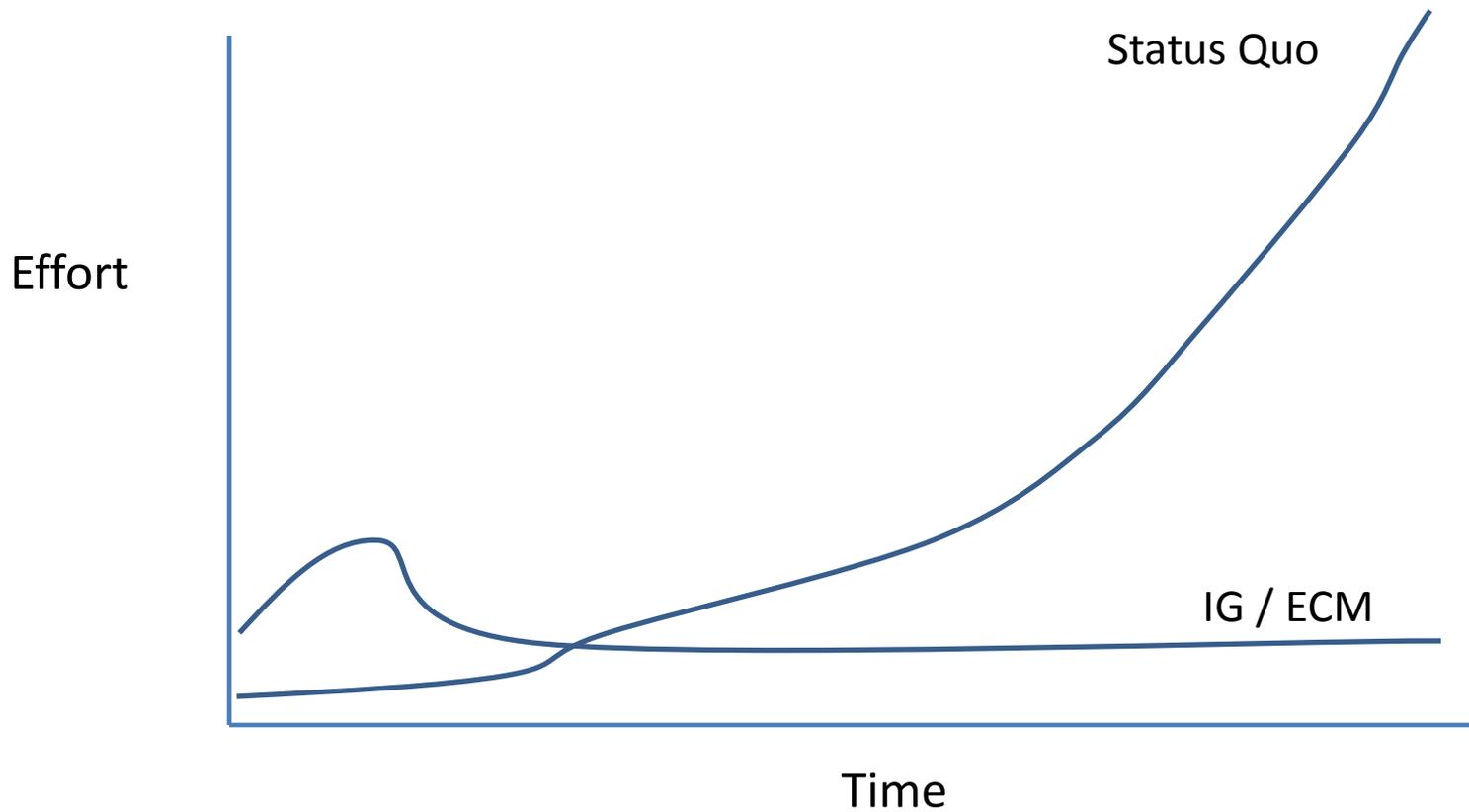
Other media
(thumb
drives, etc.)

Individual
Hard
Drives

Physical files
(Records
Center)

Information Governance / ECM

“For every minute spent organizing, an hour is earned.”
Benjamin Franklin



Taking Down the Barriers



Start with the Business Process



Apply retention, security, etc. to downstream documents, devices, collaboration methods, etc.

Purpose:

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Steering Committee Members

Michael Cockrill, State CIO

Nick Brown, General Counsel to the Governor

Nancy Krier, Public Record Ombudsman, ATG

Joe Shorin, E-Discovery and E-Disclosure, ATG

Chuck Pfeil, Deputy State Auditor, SAO

Kim Wyman, Secretary of State

Steve Excell, State Archivist, SOS

Lucy Isaki, State Risk Manager, DES

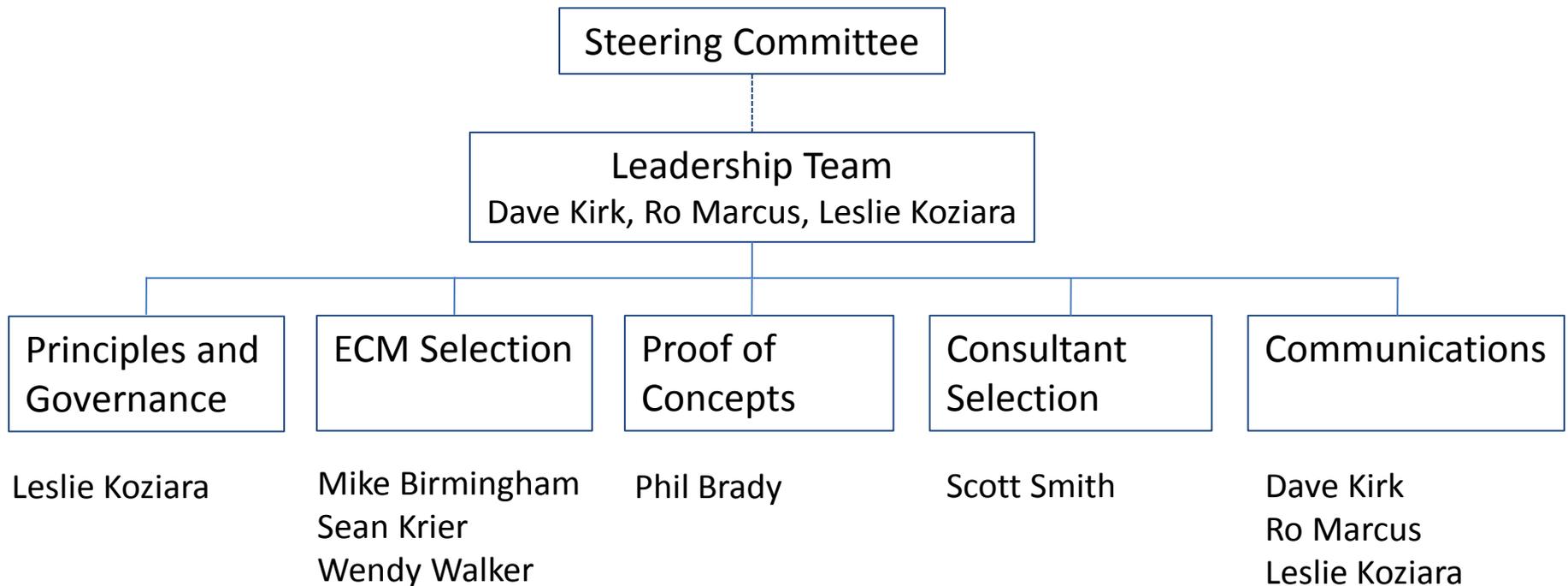
Joe Stohr, Deputy Director, DFW

Jessica Tudorovich, Deputy Director, DOH

Lynne McGuire, Deputy Director, DES

Christy Ridout, Deputy Director, CTS

Project Organization and Decision Making



Selecting Certified ECM Systems

= DoD 5015 Certified ECM System