How the new IG ISO Standard will aid strategic digital transformation and manage its risks

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- Advocacy = MELV (Mentoring, Educating, Lobbying, Volunteering)
- ICRM Chairman 2023, Parts 1-6 Mentor, and past Part 6 Grader
- ICRM Mentor of the Year Award 2020
- Writer for ARMA's Information Governance Body of Knowledge (IGBOK)
- Writer for Information Governance: Concepts, Strategies and Best Practices – Wiley
- Instructor at San Jose State University – MARA Program
- ICRM Exam Development Committee – 2012-2017
- i-SIGMA (PRISM/NAID) International Board Member –2016-2019
- Founder IG GURU: Information Governance News
- Certificates Data Analytics and Data Privacy from the University of Pennsylvania and Cornell
- Masters in Administration from Central Michigan University

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ISO 24143:2022

← ICS ← 01 ← 01.140 ← 01.140.20

ISO 24143:2022

Information and documentation — Information Governance — Concept and principles

Abstract

Preview

This document establishes concepts and principles for Information Governance.

This document applies to the governance of the organisation's past, current and future information assets. It applies to organisations of all sizes in all sectors, including public and private companies, government entities, and not-for-profit organisations.

General information

Status : Published

Publication date : 2022-05

Edition : 1

Number of pages : 12

Technical Committee : ISO/TC 46 Information and documentation

ICS : 01.140.20 Information sciences

Buy this standard

Format	Language
✓ PDF + ePub	English
Paper	English

CHF 58 Buy

58 Swiss Francs is about 61 US Dollars

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Structural Overview of ISO 24143:2022

1. Scope
2. Normative references
3. Terms and definitions
4. Benefits of Information Governance
5. Principles of Information Governance
6. Annex A – Concept diagrams
7. Bibliography

Source: ISO 24143:2022

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Structural Overview of ISO 24143:2022

1. Scope - “applies to the governance of the organisation’s past, current and future information assets.” and “applies to all sectors, including public and private companies, government entities, and not-for-profit organisations.”

Source: ISO 24143:2022

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Structural Overview of ISO 24143:2022

3. Terms and definitions

— ISO Online browsing platform: available at https://www.iso.org/obp
— IEC Electropedia: available at https://www.electropedia.org/

There are 13 definitions included in ISO 24143:2022 – authentic, data, information, information asset, integrity, compliance, digital continuity, disposition, e-discovery, framework, governance, Information Governance, information security.

Source: ISO 24143:2022

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Structural Overview of ISO 24143:2022

4. Benefits of Information Governance

- “Information Governance is a strategic, multi-disciplinary framework enabling collaboration between related professions. It considers information as a valuable corporate asset, and has the potential to deliver the following benefits.”

Source: ISO 24143:2022

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Structural Overview of ISO 24143:2022

4. Benefits of Information Governance

Strategic benefits include: high-level governance framework that supports an organization's mission, maximization of the value of information assets, data protection, compliance, promotion of transparency, applying security, destroying information, identifying gaps, eliminating silos, and ethical governance of AI and blockchain.

Source: ISO 24143:2022

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Structural Overview of ISO 24143:2022

4. Benefits of Information Governance

Operational benefits include:
-integration of security, privacy, compliance, business continuity, disaster recovery, e-discovery, and controlling information.
-increased availability, sharing, collaboration, and faster search and retrieval.
-prevent loss of crucial business information
-reduce all costs related to managing information and for e-discovery
-preserves corporate culture and memory at an enterprise level

Source: ISO 24143:2022

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Structural Overview of ISO 24143:2022

5. Principles of Information Governance

- Information is an asset
- IG is a key part of strategy
- Integrate into existing governance
- Securing senior management commitment
- Building IG in a collaborative way
- Supports legal and any mandatory requirements
- Alignment to business objectives
- Supports information security and privacy

Source: ISO 24143:2022

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Structural Overview of ISO 24143:2022

5. Principles of Information Governance (continued)

- Ensuring information quality and integrity
- Fostering knowledge sharing culture
- Adopting a risk-based approach
- Ensuring availability and accessibility
- Governing throughout information lifecycle
- Support corporate culture
- Support sustainability

Source: ISO 24143:2022

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Structural Overview of ISO 24143:2022

7. Bibliography – Includes 32 references of other ISO's to support ISO 24143. Some examples are:

- ISO 10032 – Information technology – Reference Model of Data Management
- ISO 15489-1 – Records Management
- ISO 21505:2017 – Project, programme and portfolio management
- ISO 27014 – Security, cybersecurity and privacy protection
- ISO 31000 – Risk management

Source: ISO 24143:2022

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Future of ISO 24143:2022

Full Implementation ISO available in 2027

Will risks get better or worse?
Will data usage and storage increase?
How will privacy regulations change how we operate?
How will the new ISO help?

Source: ISO 24143:2022 Contributor

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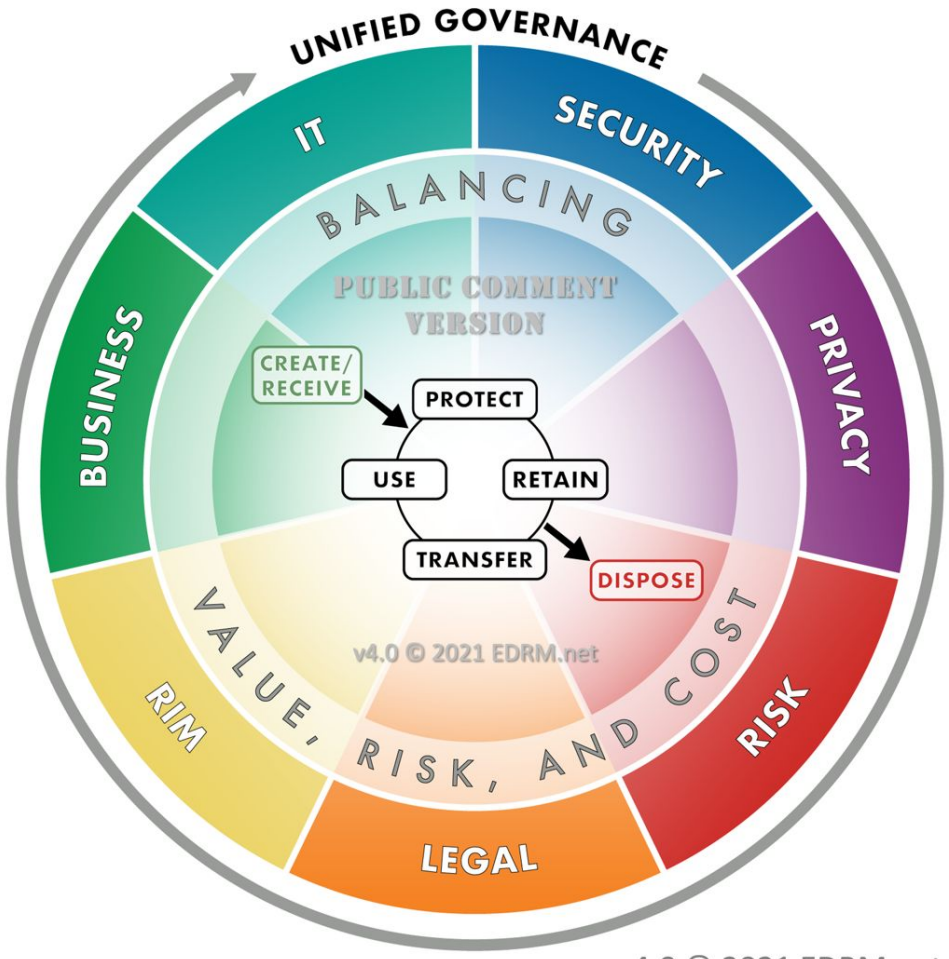
Implementation concerns and risk minimization

Information Governance Reference Model (IGRM)



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Information Governance Implementation Model v2.0

IGIM 2.0 from ARMA International April 2022

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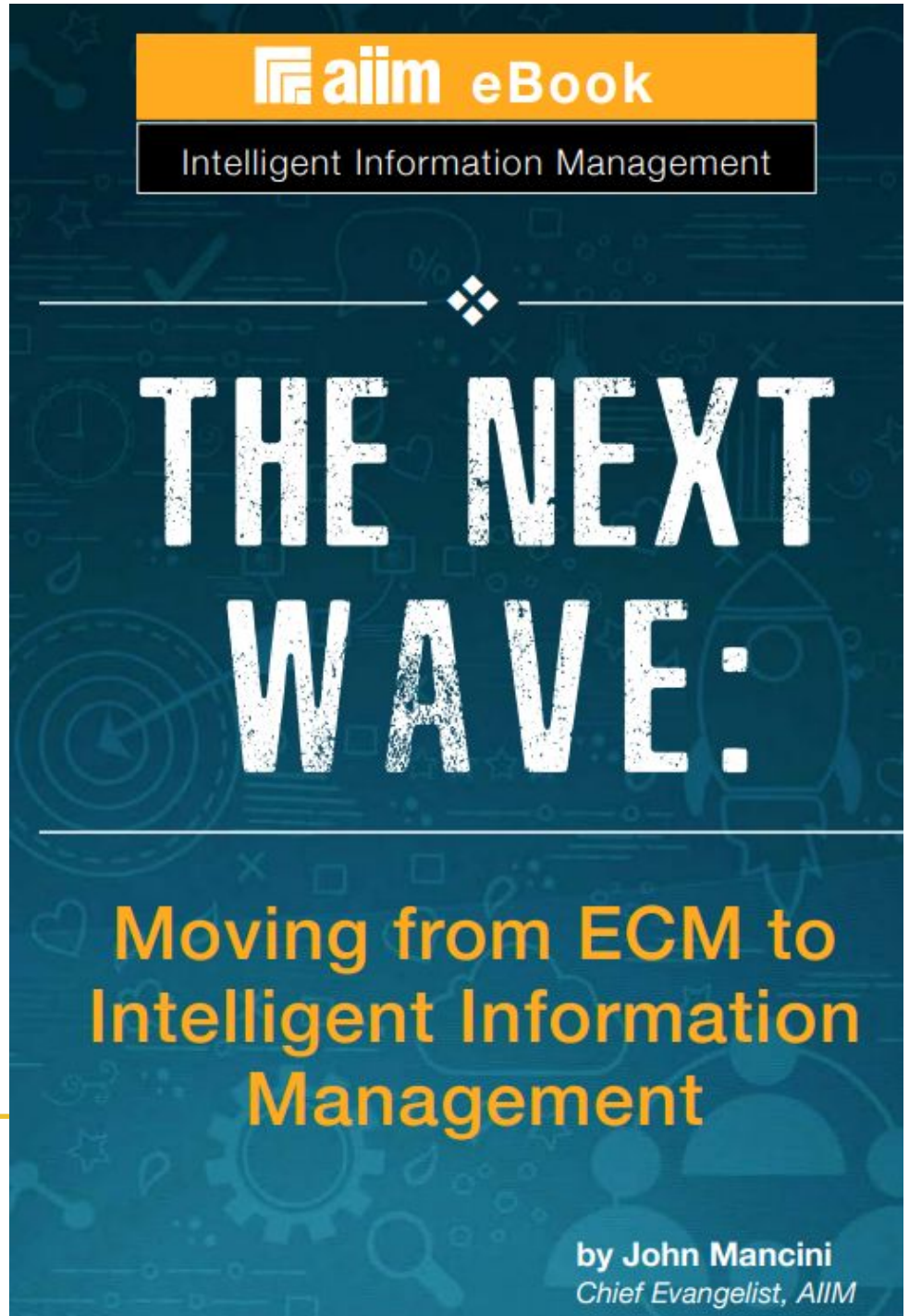

	DOCUMENT MANAGEMENT & WORKFLOW CIRCA 1995	ENTERPRISE CONTENT MANAGEMENT CIRCA 2005	MOBILE & CLOUD CONTENT MANAGEMENT CIRCA 2015
PEOPLE	Solutions are difficult to use and require lots of training – users are specialists.	Focus shifts from ECM "specialists" to knowledge workers, but usability still not a top priority.	Usability becomes everything. Lines blur between home and the office.
PROCESSES	Focus = automating content intensive, complicated, mission-critical processes – departments. at large organizations.	ECM believes it's an enterprise layer, but is often still driven by individual departments – silos explode.	"Appification" of processes and "Good enough" solutions emerge for the mid-sized market.
TECHNOLOGY	Complex, custom and expensive implementations purchased by business buyers.	Rise – and then decline – of the "suites" – SharePoint disrupts the traditional ECM market.	Configuration, connection and mobile skills become key – File sync & share and cloud disrupt the market.

WHAT Core IIM capabilities	HOW For organizations to digitally transform, they need a much broader – and more "consumable" – content toolkit than was offered by ECM.			
Modernizing the information toolkit.	Cloud content management	Internal & external collaboration platforms	Low-code and "self-service" development platforms	Content integration & migration tools
Digitalizing core organizational processes.	Robotic process automation	Business process management	Multi-channel intelligent capture	High-volume process optimization
Automating compliance & governance.	Records management & digital preservation	eDiscovery & legal	Industry & geographic specific applications	Blockchain
Leveraging analytics & machine learning.	AI, content analytics & semantics	Data recognition, extraction & standardization	Metadata & taxonomy management	Document classification & PII identification

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IG Program Topics

Photo by Christina @ wocintechchat.com on Unsplash

- Litigation Readiness
- Retention and Disposition
- Information Storage
- Electronic Messaging
- Video and Collaboration
- Legal Hold
- System Backup and Recovery
- Mobile Device Management
- Data Subject Access Requests (DSAR's)
- Social Networks/Collaboration

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Macro Concerns

- Multiple “IG” approaches
- Lack of ownership
- Current organizational state
- Competing objectives
- Lack of resources
- Executive buy-in
- Too big to tackle
- ROI not big enough

Photo by Uday Mittal on Unsplash

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Micro Concerns

- Complex organizational structure
- Software issues
- Vendor issues
- Litigation concerns
- Lacking specific skills
- PMO issues
- Not an IT priority
- Cyber taking necessary resources

Photo by Hans-Peter Gauster on Unsplash

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Minimize Risk

Photo by Christina @ wocintechchat.com on Unsplash

1. Normalize terms: Information Governance, Data Management, Data Governance, Information Management, Knowledge Management, Records Management, Information Security, Information Privacy, Data Privacy, Data Security, etc.
2. Create goals and report: We want to reduce ROT by X and save X annually. We want to respond to DSAR's by X and improve by X annually.
3. Retention and Disposition: Usually fall to "us" so how are we doing?
4. Document Data Ecosystem: No silver bullet or magic wand to tackle IG. All hands-on deck approach.
5. Protect PII and Sensitive Information: How is PII and sensitive information being protected, anonymized, and collected?

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Steps to Minimizing Risk

Photo by John Schnobrich on Unsplash

6. Review successes: How are projects and people determined to be successful?
7. Vendor accountability: Audits, Business Associate Agreements, Insurance, DSAR's, Incident Response.
8. Employees: IG should be part of employee lifecycle: Onboarding, Evaluations, Exiting.
9. Audit Accountability: External testing on your network and policies to expose risk. Resolution goals.
10. Self-Awareness: Lead by example and fill gaps.

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Sample IG Projects

- Encrypt data in storage and create a key management plan
- Anonymize data with PII to retain reporting value to the organization
- Review and update retention schedules
- Deploy retention policies on systems with PII
- Conduct penetration tests on systems with PII
- Scan paper with PII to electronic records that have long retention periods
- Deploy Data Loss Prevention (DLP) on email
- Audit remote locations for physical storage and digital assets with PII
- Third-party audits
- Vendor Risk Assessments
- Data mapping with PII and sensitive data

Source: Photo by Markus Winkler on Unsplash

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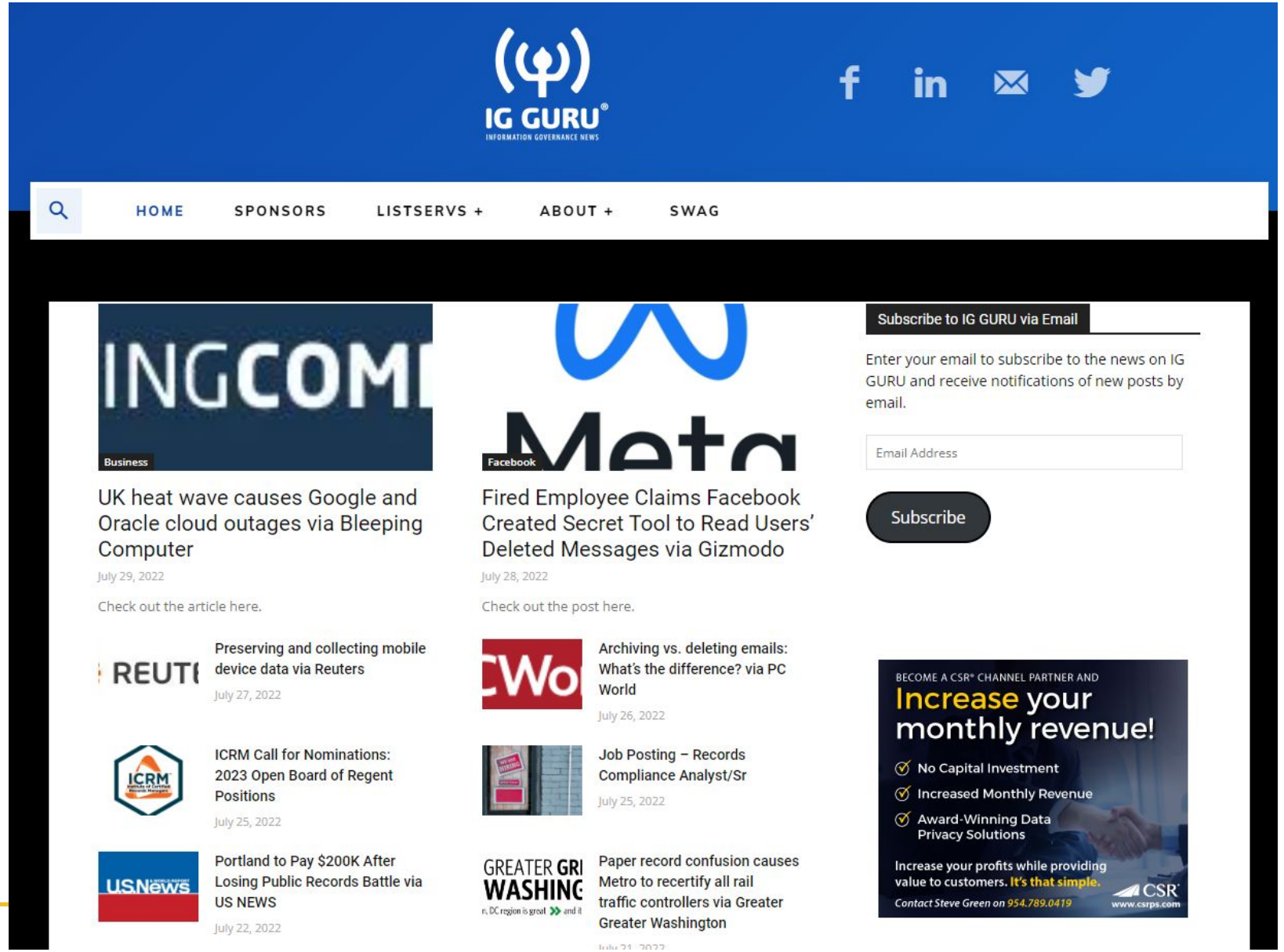
Resources



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2022 Salary Report for Records Managers and Analysts available via the ICRM

January 17, 2023

Fill out the form to receive the download here.

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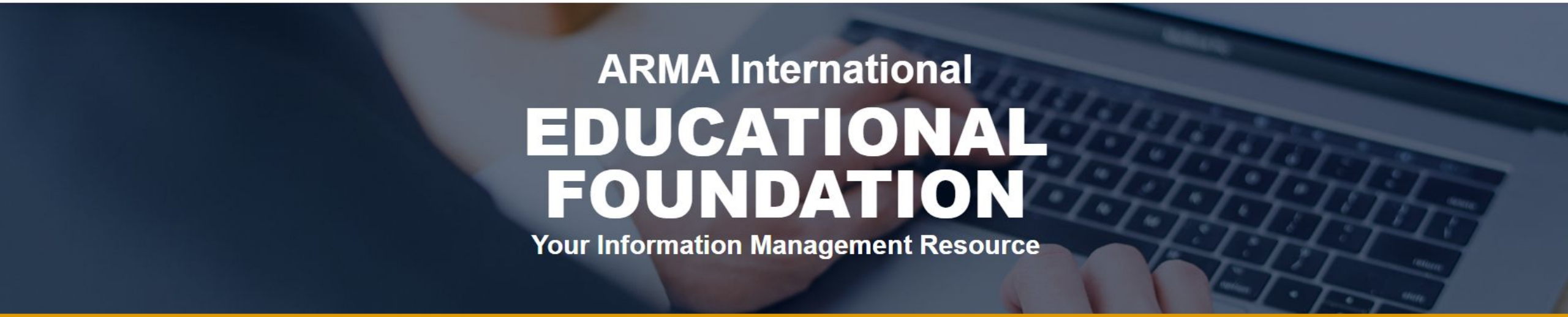

AIEF ANNOUNCEMENTS

Who We Are

AIEF is the leading non-profit organization enhancing the practical and scholarly knowledge of information management.

What We Do

AIEF financially supports and publishes research addressing critical issues in information management; and provides scholarships that enhance knowledge, skills and abilities of aspiring and current practitioners in the information management field.

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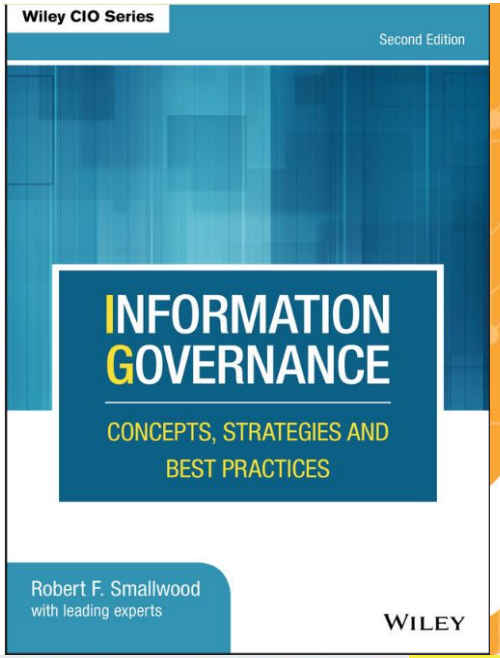
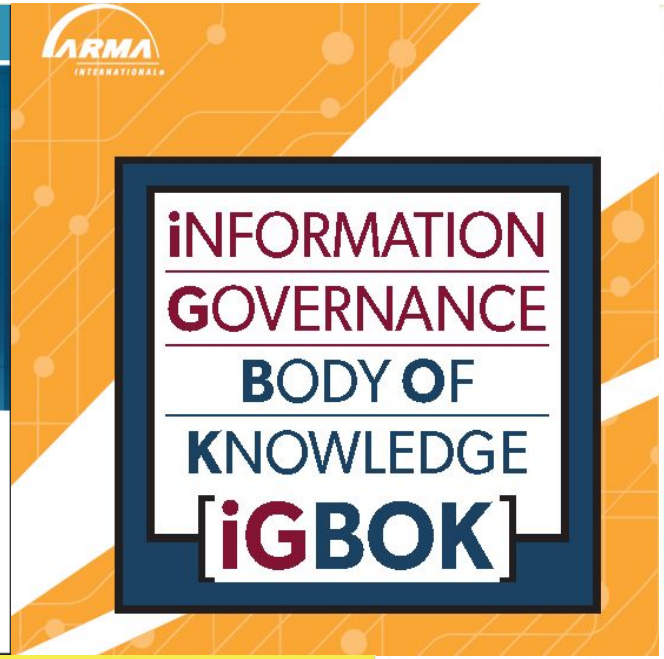
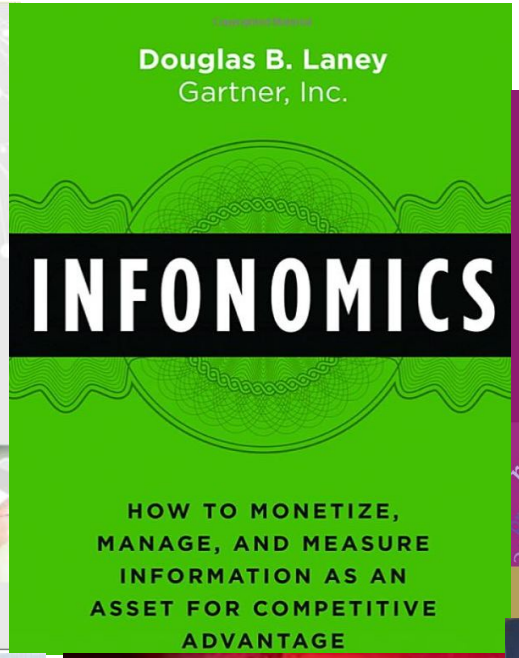
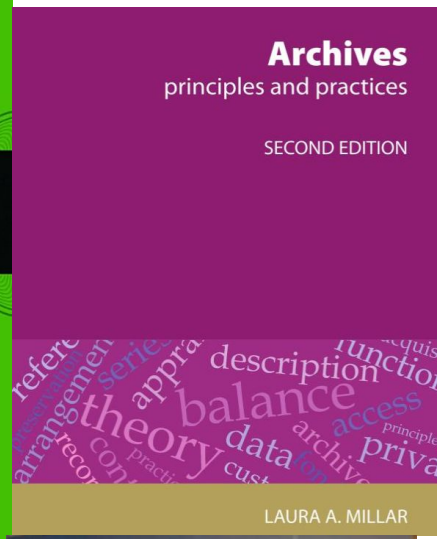
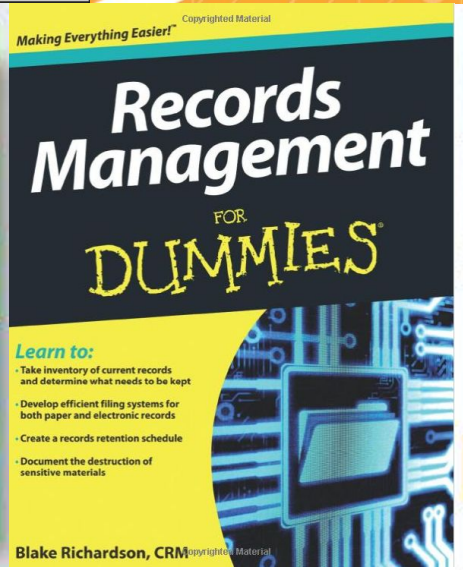
RIM/IG Library

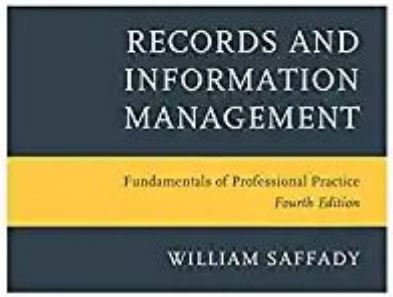


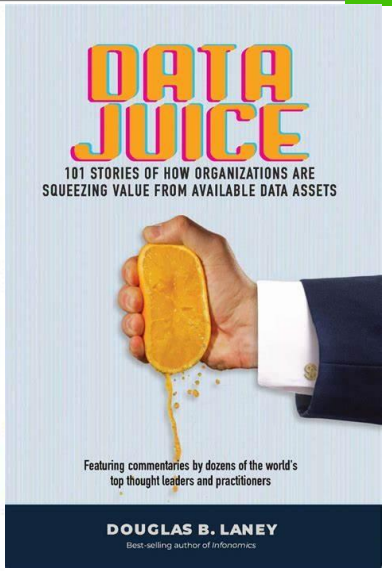


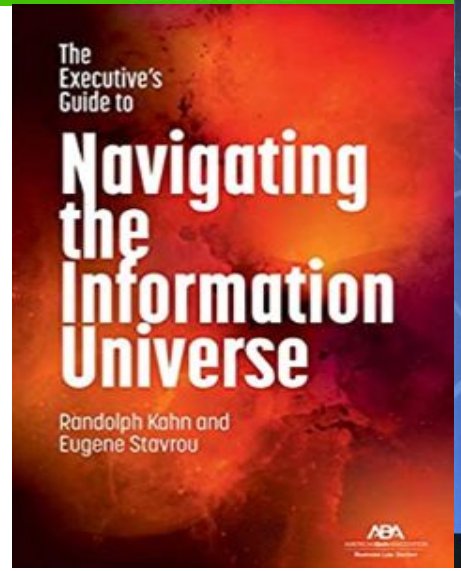


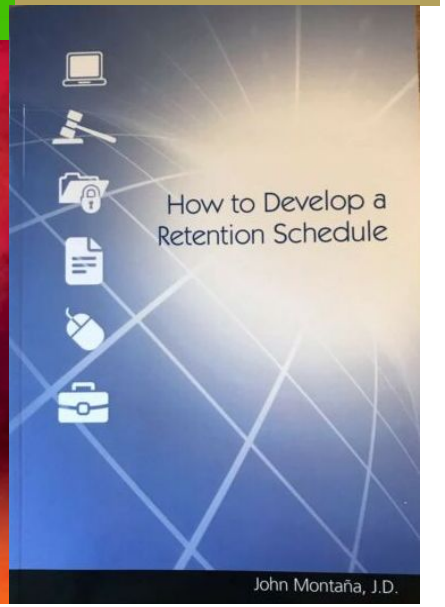




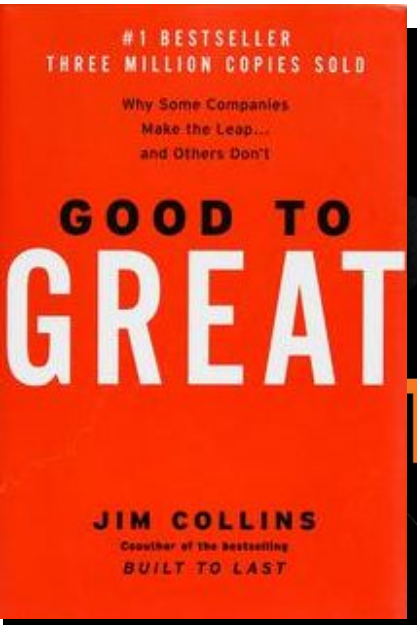


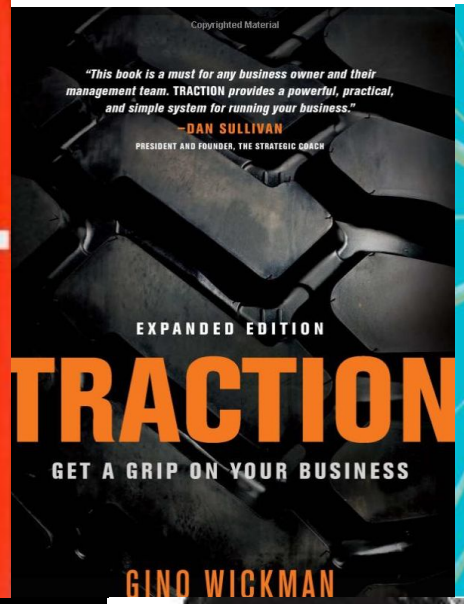


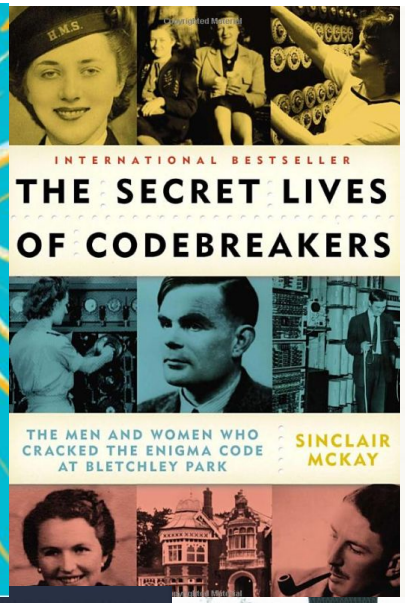


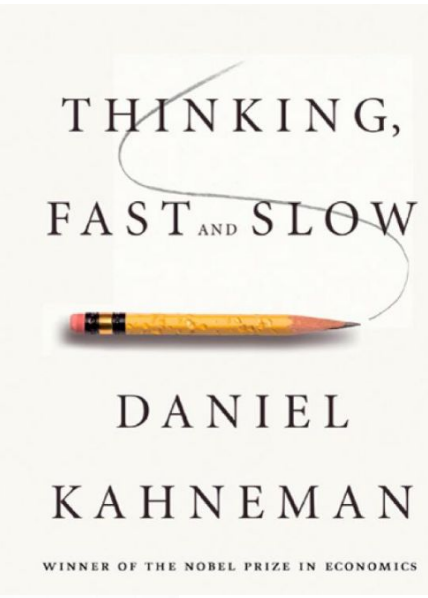


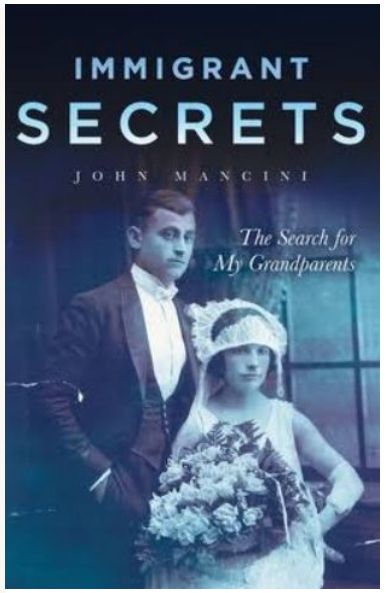
Personal Library

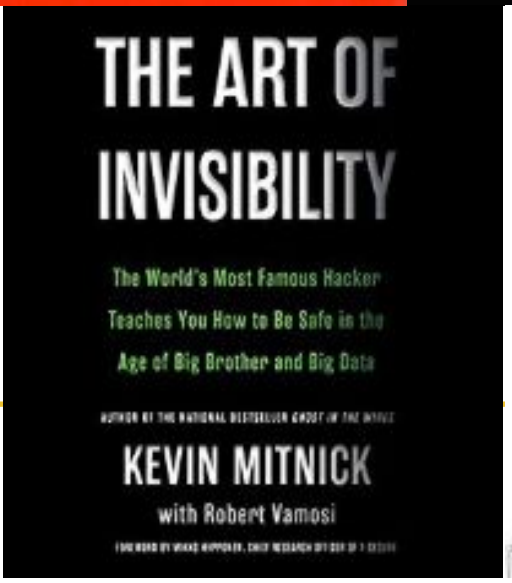


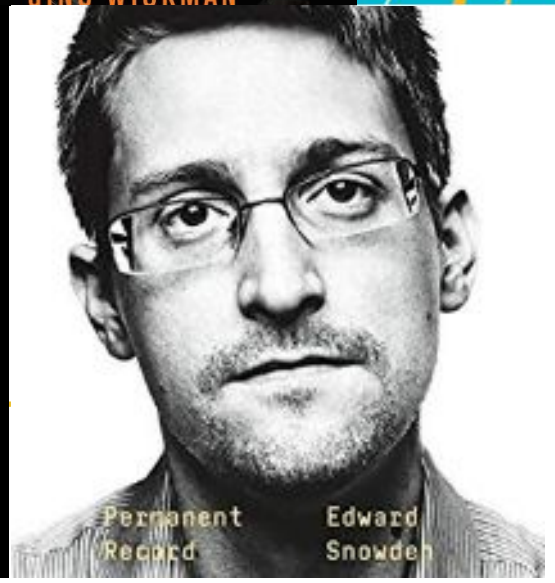


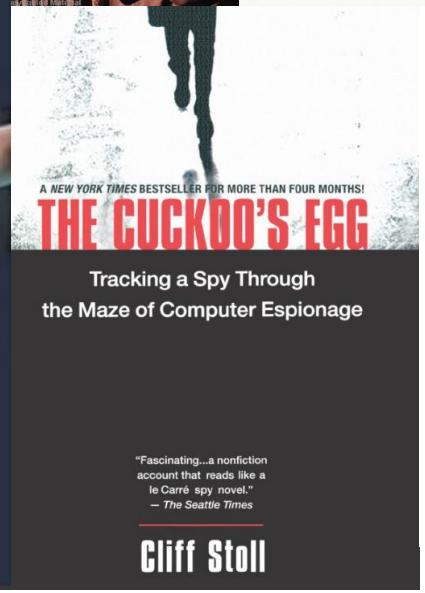


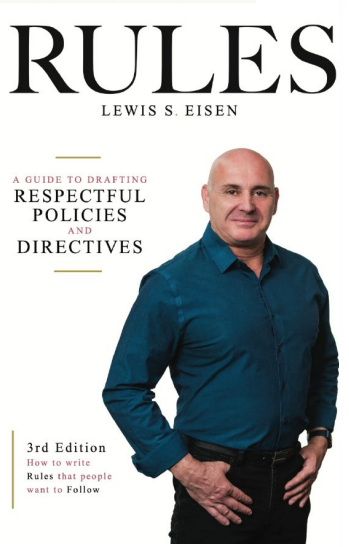


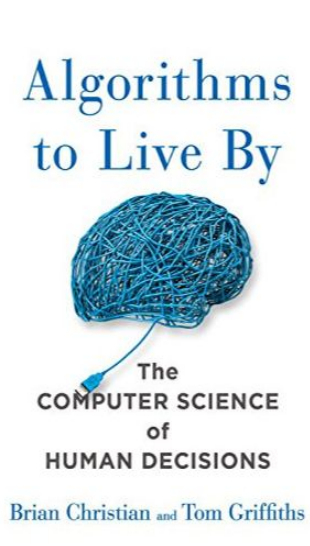












About Vital Records Control

Vital Records Control (VRC) was founded in Memphis, Tennessee in 1988. Since then, it's grown to become a national leader in information management with more than 100 facilities nationwide.

VRC offers compliant solutions for document storage, digital imaging, release of information, and destruction.

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