

HOW IT AND RIM/IG PROFESSIONALS CAN WORK BETTER TOGETHER

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DISCLAIMER

No endorsements are made by me and especially Vital Records Control (VRC). Logos and information can be found online at the respective source organization's website. Information may have changed by the time it was researched. Andrew is not an attorney and does not provide legal advice.

Andrew is a member of the Board of Directors of I-SIGMA (PRISM/NAID) and past member of the Board of the ICRM.



ABOUT ANDREW

- 20+ Year Pro (12 year IG Pro)
- Former Adjunct Instructor at Davenport University
 - Global Project Management and Technology Capstone
- Writer for ARMA's Information Governance Body of Knowledge (IGBOK)
- ICRM Exam Development Committee – 2012-2017
- I-SIGMA (PRISM/NAID) International Board Member – 2016-Present
- Inside the Record Room guest personality
- Masters in Administration from Central Michigan University



LEARNING OBJECTIVES

- Describe the latest information challenges that IT faces
- Identify various approaches for collaborating successfully with IT
- Summarize how RIM and IT each view certain information challenges

CHALLENGES IN IT

- Keeping up with IT trends
 - Computing Everywhere (Mobility)
 - The Internet of Everything (IoT)/Device Mesh
 - By 2020 IoT will take up 10% of Digital Universe
 - Advanced Analytics
 - Blockchain
 - Multiple Cloud Environments
 - Drones
 - External and Internal Security Threats



CHALLENGES IN IT

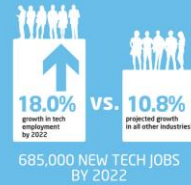
- Not enough resources to address growth
 - Fewer than 1% of enterprises have achieved the highest level of Big Data and analytics usage
 - The amount of data that requires protection is growing faster than the digital universe itself, yet levels of protection are not keeping pace. 4.4 Zettabytes in 2013 and will increase to 44 Zettabytes in 2020



CHALLENGES IN IT

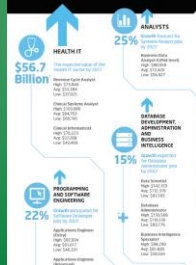


FORWARD THINKING: A LOOK AHEAD AT TECH JOBS



WHERE TECH IS GROWING

We expect to see an increase in demand - and in salary - for the following tech sectors and jobs in the next few years.



15% Growth forecast for Digital Management

Software Engineering

- 1. Java (\$104,000)
- 2. JavaScript (\$94,000)
- 3. Python (\$93,000)
- 4. PHP (\$89,000)
- 5. C# (\$88,000)

Web Development

- 1. JavaScript (\$94,000)
- 2. PHP (\$89,000)
- 3. Python (\$93,000)
- 4. Java (\$104,000)
- 5. C# (\$88,000)

Security

- 1. Security Analyst (\$85,000)
- 2. Security Engineer (\$95,000)
- 3. Security Administrator (\$80,000)
- 4. Security Specialist (\$85,000)
- 5. Security Consultant (\$90,000)

Data Science

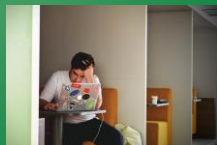
- 1. Data Analyst (\$85,000)
- 2. Data Engineer (\$95,000)
- 3. Data Scientist (\$100,000)
- 4. Data Architect (\$90,000)
- 5. Data Developer (\$85,000)

Source: www.careerbuilder.com/skills

CHALLENGES IN IT

- Pressure to keep up individually

- Certifications
 - Amazon Web Services (AWS), Microsoft, VMware, Cisco
 - Project Management - PMP
 - Security – GIAC, CISSP, CISM, Security+
 - Governance – CGEIT, ITIL
 - "Technology Wave" requiring pros to seek masters degrees for top paying jobs



CHALLENGES IN IT

- Who's in charge?
 - CIO/IT Director
 - Network Administrator
 - Systems Engineer
 - Helpdesk – Non-Management
 - Non-IT Person
 - Vendor



Tip: Authority to authorize IT projects varies by role in organizations. Make sure you understand what the protocol is, and if there isn't one help create one!

RIM/IG VS. IT SPEAK

We need to manage the records in this database better what should we do?

- RIM Person = Why is the database there? Are the records duplicated elsewhere? What is the retention policy and what are we capturing?
- IT Person = What language is it in? Who is the administrator? What system/server is it on?

RIM/IG VS. IT SPEAK

Marketing wants to roll out a new mobile app to manage leads how do we get started?

- RIM Person = What is the value of the data? Who will need access to it? What are privacy concerns?
- IT Person = Developed inside or outside? What programming language? Have you chosen a platform?

RIM/IG VS. IT SPEAK

Storage is getting low on the main folder share what are our options?

- RIM Person = What is the retention policy? How is it classified?
- IT Person = A decision needs to be made on where to move this data because these alerts on storage are filling up my inbox. Do you want me to get pricing on updating our drive space? I might be able to set storage quotas on users in the future.... No problem...I'll just update the storage requirement on this virtual machine...done.

RIM/IG VS. IT SPEAK

Our web hosting agreement is up and we want to move our website to a different company. What do we need?

- RIM Person = Is there any customer user account information on the site? Are there any back end databases that contain PII? What is the recovery plan if the conversion doesn't work?
- IT Person = No problem. We will need to download a copy of our site, then upload to the new site, and update the DNS records. Will there be an uptick in user access? Do we need to upgrade our bandwidth?

RIM/IG VS. IT SPEAK

Accounting wants to move their application to the Cloud?

- RIM Person = Has 3rd party due-diligence been done? Who has access to the data? What migration or export options do we have?
- IT Person = Will we keep the old system available? How much does it cost per GB? Will we have administrative access? Who controls the patching and upgrades? Is there an SLA?

TIPS

- Know when to talk strategic, tactical, and operational
- User acceptance is key in both worlds
- Understand the value of the information to the business
- Know the risks

TIPS

- Don't get caught up in debates about terms (e.g. initiative vs. project, data backup vs. data protection, image vs. file)
- RIM/IG never gets IT and IT has a history of failed projects...we all have weaknesses, so focus on collective strengths to help each other

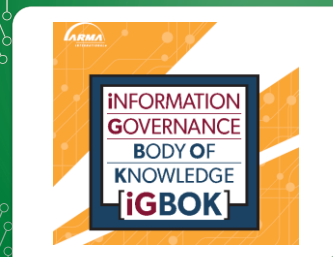


TIPS

- Establish processes between RIM/IT to (from ARMA!):
 - Remove proprietary hardware and software through migration/conversion
 - Receive notification prior to change in storage options.
 - Test new versions of software to determine the impact on older versions of the same software
 - Combine budgets for similar record keeping tasks such as holds, preservation, migration, etc

TIPS

- Establish processes between RIM/IT to (from ARMA!):
 - Increase awareness of trends in IT, software, and hardware that may impact records program
 - Understand the records storage process from an IT perspective
 - Determine what records are retained electronically, whether they have a hard copy version, who owns them, and whether they are covered under the retention schedule
 - Investigate the legal hold process



ARMA iGBOK!

- Covers variety of topics:
 - RIM & IG
 - Privacy
 - Academic Research
 - Technology/E-Discovery
 - Information Governance

TIPS

- Start the conversation with questions
 - Project Management: What is the approval process and average turn around for IT projects?
 - Disaster Recovery/Business Continuity: Is it a priority for the organization and if no how can I help?
 - How do you feel about data growth?
 - Do we have a data map?
 - Where do you feel our greatest vulnerabilities are?
 - What is the software procurement process?
 - How do you think we are doing tracking digital assets?



Every decision in the world is made by the person who has the power to make that decision – not the "right" person, or the "smartest" person, or the "most qualified" person, and in most cases not you. If you influence this decision maker, you will make a positive difference. If you do not influence this person, you will not make a positive difference. Make peace with this. You will have a better life! And, you will make more of a positive difference in your organization and you will be happier.

Majo – Marshall Goldsmith, P. 165



IG GURU

- Educational Resource for Information Governance Professionals
- www.igguru.net
- Free to sign up!



VITAL RECORDS CONTROL

- Founded in 1988 in Memphis, Tennessee
- Serves over 45 Markets in the US
- Network of High-Quality RIM Solutions for Your Information Governance Needs
 - Records Management & Storage – **VitalWeb**
 - Document Scanning – **VitalScan**
 - Secure Shredding – **VitalShred**
 - Data Backup & Media Vaulting – **VitalVault**
 - Health Information Management & Release-of-Information – **VitalChart**
- www.vitalrecordscontrol.com

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