Newsletter 2017-01

Welcome to the ARMA Swiss Chapter News

Dear Information Professional,

2017 has started and it's our pleasure to present you the first issue of the new ARMA Swiss Chapter Newsletter.

With the periodical newsletter we will provide you information about the chapter's activity and share with you in more detail important topics in the field of Information Governance.

Please consider this newsletter as your invitation to become a more active member of the information governance community in Switzerland.

Enjoy reading and share your thoughts by contacting us via e-mail. We depend on your feedback to serve you better.

The ARMA Swiss Chapter Board is wishing you a happy and successful 2017!

Best regards,
Board of the ARMA Swiss Chapter

Next Events

- March 16, 2017, 5pm-8pm, Olten ARMA Swiss Chapter Spring Event
- Save the Date for the upcoming events taking place on 29 June 2017, 28 September 2017 and 14 December 2017

Special Interest Groups

- Financial RIM Roundtable
  → visit the website for more details ←
- Semantic Information Management
  → visit the website for more details ←

Contact us! Visit our Website!

info-pro@armachapter.ch
http://www.armachapter.ch

Hot Topics from the Chapter

ARMA Swiss Chapter-only Membership

Not all Swiss Information Professionals are interested in being part of an international (and in fact US-focused) community. However, they want to be part of a network and have a platform to share their information governance experience and knowledge.
Starting 2017 we will offer the option to apply for an ARMA Swiss Chapter-only membership. A one-year membership will be offered at CHF 50.00. An electronic application form for the membership will soon become available on our website.
The current option to be member of ARMA International including the Swiss Chapter will still be available through ARMA International.

Events and Special Interest Groups' meetings

With the introduction of an ARMA Swiss Chapter-only membership people will only be accepted in Special Interest Groups and events after having become either ARMA international or ARMA Swiss Chapter-only members.

Spring Event

From the survey we understand that full-day meetings and events are not the preferred option. Therefore we start in 2017 with having late-afternoon events in central locations. The first will take place on March 16, 2017, at 5pm in Olten. A separate invite will be following.
In general the meetings will take place on the last Thursday of every quarter except for December where it would be scheduled earlier.
The meetings will consist of a key note presentation to introduce the main topic of the event. A good part of the evening will be for exchanging experiences and for networking.

New Website

Please visit our new website http://www.armachapter.ch
We will continue adding content and use it as platform to publish news concerning the chapter and the Special Interest Groups.

Deep Dive and Knowledge Transfer	**Information Governance Fundamentals**
	Concepts and Standards, the pillars of the ARMA Swiss Chapter *(by Guy Rom, Member of the Board)*

How often were you asked to explain or even defend the reason and importance of your position and task as information governance professional to managers, peers, suppliers etc.? How many persons are mixing up information management, records management, information security, data protection and many other terms we are using on a daily basis?

With the relaunch of the ARMA Swiss Chapter we discussed what the corner stones of our profession might be beside the personal skills and experience each of us professionals are bringing with us. It soon became clear that the cross-functional end-to-end view on how to govern information is uncommon in a time where everyone is focused on optimizing himself and his environment. Long term perspectives are not very popular these days neither.

But exactly these aspects are key to be successful in information governance! The companies you're part of are hopefully outliving the manager's focus on quarterly results and shareholder value. For sure the company's records do and regulators and auditors look back more than a few quarters only. Legal matters take often multiple years to be solved and building customer relationships have a long-term focus as well.

*These and many others are the reasons to embrace standards, reference models and principles.*

They may not be "sexy" but considering what it takes to implement information governance in a company it's worth referring to them as a fundament. And btw it sometimes helps to sell the importance of information governance to your management.

These are some of the most important pillars of information governance:

- **IGRM - Information Governance Reference Model (***http://www.edrm.net/resources/guides/igrm***)**

Information Governance Reference Model (IGRM)

Linking duty + value to information asset = efficient, effective management
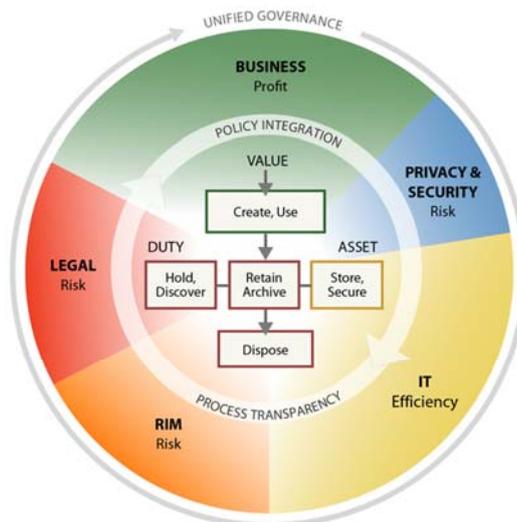
Duty: Legal obligation for specific information

Value: Utility or business purpose of specific information

Asset: Specific container of information

Information Governance Reference Model / © 2012 / v3.0 / edrm.net

- ***Generally Accepted Recordkeeping Principles® - The Principles***
  (http://www.arma.org/docs/sharepoint-roadshow/the-principles_executive-summaries_final.doc)

Accountability	A senior executive (or person of comparable authority) oversees the recordkeeping program and delegates program responsibility to appropriate individuals. The organization adopts policies and procedures to guide personnel and ensure the program can be audited.
Transparency	The processes and activities of an organization's recordkeeping program are documented in a manner that is open and verifiable and is available to all personnel and interested parties.
Integrity	A recordkeeping program shall be constructed so the records and information generated or managed by or for the organization have a reasonable and suitable guarantee of authenticity and reliability.
Protection	A recordkeeping program shall be constructed to ensure a reasonable level of protection to records and information that are private, confidential, privileged, secret or essential to business continuity.
Compliance	The recordkeeping program shall be constructed to comply with applicable laws and other binding authorities, as well as the organization's policies.
Availability	An organization shall maintain records in a manner that ensures timely, efficient and accurate retrieval of needed information.
Retention	An organization shall maintain its records and information for an appropriate time, taking into account legal, regulatory, fiscal, operational, and historical requirements.
Disposition	An organization shall provide secure and appropriate disposition for records that are no longer required to be maintained by applicable laws and the organization's policies.

- ***The Information Governance Maturity Model (Maturity Model) -***
  (http://www.arma.org/docs/bookstore/theprinciplesmaturitymodel.pdf?sfvrsn=2)

LEVEL 1 (Sub-Standard):

This level describes an environment where information governance and recordkeeping concerns are not addressed at all, are addressed minimally, or are addressed in an ad hoc manner. Organizations that identify primarily with these descriptions should be concerned that their programs will not meet legal or regulatory scrutiny and may not effectively serve the business needs of the organization.

LEVEL 2 (In Development):

This level describes an environment where there is a developing recognition that information governance and prudent recordkeeping have an impact on the organization and that the organization may benefit from a more defined information governance program. However, in Level 2, the organization is still vulnerable to scrutiny of its legal or regulatory and business requirements because its practices are ill-defined, incomplete, nascent, or only marginally effective.

LEVEL 3 (Essential):

This level describes the essential, or minimum, requirements that must be addressed to meet the organization's legal, regulatory, and business requirements. Level 3 is characterized by defined policies and procedures and the implementation of processes specifically intended to improve information governance and recordkeeping. Organizations that identify primarily with Level 3 descriptions still may be missing significant opportunities for streamlining business and controlling costs, but they have the key basic components of a sound program in place and are likely to be at least minimally compliant with legal, operational, and other responsibilities.

LEVEL 4 (Proactive):

This level describes an organization that has established a proactive information governance program throughout its operations and has established continuous improvement for it. Information governance issues and considerations are routinely integrated into business decisions. The organization is substantially more than minimally compliant with good practice and easily meets its legal and regulatory requirements. The entity that identifies primarily with these descriptions should begin to pursue the additional business and productivity benefits it could achieve by increasing enterprise wide information availability, mining its information for a better understanding of clients' and customers' needs, and otherwise transforming itself through increased use of its information.

LEVEL 5 (Transformational):

This level describes an organization that has integrated information governance into its overall corporate infrastructure and business processes to such an extent that compliance with program requirements and legal, regulatory, and other responsibilities are routine. This organization has recognized that effective information governance plays a critical role in cost containment, competitive advantage, and client service, and it has successfully implemented strategies and tools to achieve these gains on a plenary basis.

- *ISO 15489-1:2016 - International Standard on Records Management (http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=62542)*

  ISO 15489 describes concepts and principles relating to the following:
  a. *records, metadata for records and records systems;*
  b. *policies, assigned responsibilities, monitoring and training supporting the effective management of records;*
  c. *recurrent analysis of business context and the identification of records requirements;*
  d. *records controls;*
  e. *processes for creating, capturing and managing records.*

  ISO 15489-1:2016 applies to the creation, capture and management of records regardless of structure or form, in all types of business and technological environments, over time.

What do all of above concepts and standards have in common?

All of them explicitly or implicitly stress the following aspects:
- *It's about content and its value for the company.*
- *It's always concerning the entire information lifecycle, i.e. from creation to destruction or long term archiving.*
- *It's neither primarily a matter of technology nor of format, size or storage.*
- *It cannot been rolled out like a project with a start and an end point but it's an ongoing responsibility that would have started in the early days of the concerned company and, in many cases, it's lasting longer than the concerned company does.*
- *It's also about people and the ability to work together across functions, areas of expertise, and organizational units all along business processes.*
- *It's part of implementing and maintaining a strong corporate governance.*
- *It concerns everyone in the company as everyone is involved in one or the other phase of the information life cycle.*

It's our mission as members of the ARMA Swiss Chapter to raise awareness of the importance of Information Governance. Unfortunately it's too easy to find examples in many industries of what happens without having a well implemented Information Governance in place. Too many customers' privacy was breached, too many fines had to be paid due to not properly enforced legal holds and too much time is lost searching for information that should be readily available.

You're invited to join the endeavor of bringing your company to a higher level of the Information Governance Maturity Model.