Building Enterprise IG from the Ground Up

A Panel Discussion
Thank you for being here today

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Objectives

- The Rise of Information Governance
- Developing IG Maturity
- Getting IG started
- Identifying Initial IG Projects
What is Information Governance

• IG is an enterprise wide approach to the management and protection of a law firm’s client and business information assets. An effective IG program:

  • Enables lawyers to meet their professional responsibility regarding client information,
  • Recognizes an expanding set of regulatory and privacy requirements that apply to firm and client information, and
  • Relies upon a culture of participation and collaboration within the entire firm.

• With IG, firms are better able to mitigate risk, improve client service through increased lawyer productivity, and reduce the cost of managing the information needed to support the efficient delivery of legal services.
Defining Information Governance

Information Governance is:
The activities and technologies that organizations employ to maximize the value of their information while minimizing associated risks and costs.

93% OF RESPONDENTS AGREED
96% OF USERS/BUYERS AGREED
95% OF PROVIDERS AGREED
85% OF RESEARCHERS/ANALYSTS AGREED

Data derived from the Information Governance Initiative 2014 Annual Report.

More info at www.iginitiative.com

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www.IGInitiative.com
IG is a Coordinating Function Across all Facets of IG

Facets of Information Governance

The facets of information governance. IG is a coordinating function for these activities.

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Processes Supporting Law Firm IG

IG FRAMEWORK

- Monitoring Key Processes
- Administrative Department Information
- Client Information Requests
- Document Preservation and Mandated Destruction
- Firm Intellectual Property
- Information Governance Awareness
- Information Security
- IT Systems Administration
- Matter Lifecycle Management
- Matter Mobility
- Third-Party Relationships
- Retention/Disposition
- Records and Information Management
- Information Mobility

INFORMATION GOVERNANCE PRINCIPLES
The Rise of Information Governance – Why now?

So, what has changed?

- Clients are driving the need for privacy, security and access
- Increase in laws surrounding the management of information
- Information is increasingly being seen as a valuable asset
- The economy is better, unfreezing many years worth of IT projects (upgrades, migration to the cloud)
- Advances in data analytics are spreading
- Technology has developed that makes IG possible
Developing IG Maturity

How do we do this?

• Prioritizing risks and opportunities
• Assessing the current situation and capabilities
• Gaining support from all stakeholders for an IG framework
  • The Principles of IG
  • Instituting an IG Advisory Board
• Instituting an IG framework
• Simple ways to start
  • Data Remediation
  • Auto Classification
  • Driving eDiscovery optimization through IG and Analytics
  • Early Warning Compliance Systems
  • Analyzing Business Decisions with an IG/Data Analytics perspective: You can’t manage it if you can’t measure it.
The Principles

- **Educate** all firm citizens regarding their IG duties and responsibilities
- Confirm the **authenticity** and integrity of information
- Recognize that the official **record is electronic** (assuming jurisdiction does not specify paper)
- Store information in a **firm-approved system** or record-keeping repository
- Classify information under the **correct client/matter/administrative code**
- Control the unnecessary **proliferation** of information
- **Disposition** information when it reaches the end of its legal and operational usefulness
- **Secure** client and firm confidential/personally identifiable information
- Comply with subpoena, audit, and lawsuit **requests for information**
- Conform all lines of business systems and practice group applications to **IG standards**
- Ensure **third parties** who hold client or firm information comply with the firm’s IG standards
The Ideal IG Management Structure

A decision making body comprised of firm leadership and select stakeholders from the following disciplines:

- Administrative Management (HR, Finance, Marketing, etc.)
- Business Intelligence
- Ethical/Legal Compliance
- Firm Intellectual Property
- IT System Administration/Infrastructure
- Information Security and Privacy
- Knowledge Management
- Litigation Support
- Risk Management
- Records and Information Management

With each Stakeholder Represented
Questions

We’ll now open it up for questions
Thank You