

Conquering the Chaos of “Too Much Information”

Although each of the articles in this issue is on a different topic, the common theme among them is the challenges that come from having too much information. This problem is only going to get worse, according to the International Data Corporation (IDC), a global IT market intelligence provider.

In “The Digital Universe in 2020,” IDC predicted that between now and 2020, the total amount of data created, replicated, and consumed globally is expected to double every two years and reach 40 trillion gigabytes!

Because of its ubiquity, social media use is a major contributor to information growth, and it presents unique challenges, particularly with e-discovery. In their cover article, attorneys Lauren Allen and Michael Wylie share four keys to managing social media for e-discovery. Readers will get a better understanding of the types of information generated by social media applications, where and how to access it, and how to monitor and collect it for discovery.

Too much inadequately managed information also complicates information audits. As a trio of authors from the University of North Dakota writes in “Exploring the Principles for Increasing Integrity, Objectivity in External Audits,” implementing an information governance program based on the Generally Ac-

cepted Recordkeeping Principles® (Principles) will tame information chaos, ensuring the integrity and objectivity of the organization’s information, which is vital to the quality of audit outcomes.

The Principles are already hard at work in the Regional Municipality of Niagara (Ontario, Canada), according to its information management coordinator, Clare Cameron, CIP. “They provide a structure, a framework for ensuring that ideals can be met,” she told Julie Gable, who authored this Principles Series article. Cameron explains how each of the Principles influences her work. The Principle of Protection, for example, is the impetus for her trying to work more closely with IT to ensure that security and protection are addressed when new systems are created.

A good relationship with IT will also help RIM professionals working to clean up network drives, which are common dumping grounds for extraneous information and where information chaos often reigns. Blake Richardson, CRM, CIP, tells how a thorough “digital dusting” of these drives begins with implementing folder structures and file naming conventions that will ensure files can be located easily by anyone who should have access. It continues with a manual or computer-assisted review that identifies files that can be deleted and those that need to be



renamed. Just like other housework, digital dusting never ends. Regular monitoring, dusting, and an annual deep cleaning are necessary to maintain a network drive, Richardson writes.

Like digital information, paper also continues to proliferate and challenge organizations. In “5 Steps for Managing an Off-site Storage Vendor Consolidation,” author Julie Fleming, CRM, describes how to consolidate physical records under one vendor to get better control of information, enabling compliance and improving operations.

The problem of having too much information can be solved, and RIM professionals can play a pivotal role if they are willing to accept the challenge. E-mail editor@armaintl.org to tell us how we can help. **END**

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