A **Comprehensive** Information Governance Resource
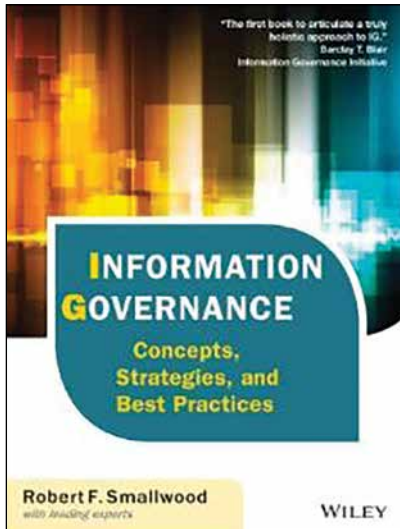
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nformation governance (IG) is a hot topic in records and information management (RIM) circles, creating a significant amount of interest and conversation online and dominating conference agendas. There are bits about IG here and there on blogs, listservs, web pages, and in magazines, but this book was the first effort to distill all this information to understandable and practical content.

How IG Evolved

Prior to reviewing this book, I would always wonder if IG was just some more of the ARMA and AIIM Kool-Aid or if it was the result of fewer paper records and most communication being electronic: as data generation exploded, regulations and compliance issues increased, and cybersecurity became a concern, traditional records management failed to keep pace.

Since technology changes can render digital resources inaccessible, issues like file formats, metadata, storage media, and compatible software and hardware became more im-portant, and a more comprehensive platform for managing records and information became necessary to address all phases of the lifecycle. This led to the advent of IG and the need of this book.

What IG Is

IG is a developing and evolving field, emerging as a platform for organizations and governments to define policies at the enterprise level, across multiple jurisdictions. It goes beyond records retention and destruction to include privacy, access controls, and other compliance issues. IG includes processes and procedures that can be used to manage information as a business asset, enabling smart companies and information managers to leverage information's value while satisfying legal requirements and controlling risks related to it.

The Book's Structure

This book is extremely well put together. Its five major categories are broken down into 18 chapters, two large IG appendixes, and 442 pages of information. IG theory is backed up and documented with real world examples. The bulk of the work was developed by Robert Smallwood, and 10 other influential experts contributed to various topics with Smallwood co-authoring and editing much of their material.

The Book's Content

The longest chapter in the book is the one on RIM, which is the field most closely associated with IG, according to research contained in the Information Governance Initiative's 2014 Annual Report. Be aware, though, that this is not a deep dive into records management.

As expected, compliance, e-discovery, privacy, and security also are covered, and the chapter on legal is quite extensive. Because Microsoft® SharePoint® recently has been added to the mix of the leading enterprise content management systems, I read the chapter titled "SharePoint Information Governance" several times.

I really appreciated the Key Point summary at the end of each chapter for quick reference and review. Because of my experience and interest in international records management, I found Appendix B & C's records management and privacy laws and regulations for non-U.S. countries very informative. This content is sadly missing from most other sources on IG and related topics.

Relevance for a Wide Audience

Smallwood presents IG in a high-level, clear, and concise way that is extremely helpful to RIM professionals like me and other readers; hardly a day goes by when he is not poached on the subject.

Information Governance: Concepts, Strategies and Best Practices is already being used as a text in several courses and programs, and it

would be a good reference for those studying for the Information Governance Professional exam. It definitely should be included as an essential part of the RIM library and read by all RIM professionals.

It also should be read by CEOs, CIOs, CFOs, and various boards of directors. Without their understanding and stakeholder support to see that the IG program is functioning well and providing business benefits, there is little likelihood of its success. **END**

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