



INFORMATION MANAGEMENT WORKBOOK



GAINING CONSENSUS FOR IMPROVEMENT

Information is oxygen for your business. The right people, plans and resources will help you put information management at the centre of your organisation - where it belongs.

This guide will take you through the business case for managing information including storing tapes and recycling e-waste like old laptops. It starts with the costs connected to storing your records, tapes and old IT equipment. You'll also look at the potential for using office space more effectively, digitising and promoting best practices more widely. By aligning information management to the larger goals of your business, you'll be in the right position to convince senior managers that information is an essential business asset. Information is both valuable and a potential risk.

THERE ARE FOUR STEPS TO THIS GUIDE:

- > Step 1: Build a Cost-Comparison
- > Step 2: Build a Picture
- > Step 3: Build a Team
- > Step 4: Build a Plan

HOW TO USE THIS GUIDE:

- > First, save it on your computer. Feel free to rename it accordingly if you wish.
- > Ensure you save regularly as you fill in the sections using the blue button in the bottom right corner.
- > Use the menu tabs to the right for quick navigation through the steps.
- > The calculator features will tally automatically once all the fields are populated.

**TO USE THE
INTERACTIVE
CALCULATORS
SAVE THE
WORKBOOK
TO YOUR PC**



SAVE

BUILD A CASE

BUILD A COST-COMPARISON

To justify investment in improving information management, start by demonstrating its monetary value. The tools in Step 1 will help you to calculate the costs of your current information management strategy, some of which aren't obvious at first glance.



SPACE

THE HIDDEN COST THAT'S ALL AROUND YOU

THE KEY QUESTION:

Storing documents, old IT equipment and back up tapes in the office is natural, but is there a more convenient, less expensive option?

CALCULATE THE CASE

- How much does the office space you use to store records, old equipment and tape cost?
- Are your records as secure and accessible as you would like them to be?

Storing paper records onsite requires time, space, resources and people. Estimate how much this costs your organisation with the **Space Saver Calculator** opposite.

THE BOTTOM LINE

Investing in offsite records management can reduce storage costs and make finding information faster and easier.



35%

SAY PAPER USE IS NEITHER INCREASING NOR DECREASING.

Paper Free - Are we there yet? AIIIM, 2016

SPACE SAVER CALCULATOR

Space records, tape and old IT equipment occupy in office
(eg one file cabinet = 1m²)

m² x

Annual cost per square metre
(including rent, energy and maintenance)

£ +

Salaries of full time people

£ +

Salaries of part time people

£ +

Additional estimate

based on People x Hours x Average salary

£ =

Approximate annual spend on onsite records, tape and old IT equipment storage

£

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RETENTION

SAVINGS JUST WAITING TO BE DISCOVERED

THE KEY QUESTION:

Are you paying to store records that you don't need anymore?

CALCULATE THE CASE

- > Are you keeping boxes and boxes of records that you don't need anymore?
- > Are you aware of all the legislation on information retention that applies to you?

Records have a natural lifespan that, in many cases, is defined by a legal retention period. The Retention Calculator will help you demonstrate the number of records you are likely to be retaining unnecessarily, and the associated costs. This does not include any fines you may incur for keeping records longer than their statutory retention periods.

THE BOTTOM LINE

A comprehensive and regularly updated retention policy will allow you to destroy all records at the end of their retention period. This will streamline your information management and significantly reduce storage costs.



71%

OF COMPANIES COULD REDUCE THEIR STORAGE COSTS BY 30 PERCENT IF THEY KNEW WHAT THEY COULD DESTROY.

Litigation Cost Survey of Major Companies, 2010 Conference on Civil Litigation, Duke Law School, May 2010

RETENTION CALCULATOR

Space records occupy in office
(eg one file cabinet = 1m²)

m² X

Annual cost per square metre
(including rent, energy and maintenance)

£ +

Salaries of full time people

£ +

Salaries of part time people

£ +

Additional estimate

based on People x Hours x Average salary

£ +

Annual cost of offsite records storage
(including storage and transport costs)

£ X

Percentage of your records that are
over their statutory retention period*

% =

Estimated amount you could save per
year by applying a retention schedule

£

*On average this is around 10% but if you have large amounts of records that are over 10 years old this could be as high as 25%. Consider what you have around your office and in storage.

SAVE

DIGITISATION

DISCOVER POTENTIAL EFFICIENCIES

THE KEY QUESTION:

Are paper based processes costing your business?

CALCULATE THE CASE

- > Are paper based processes causing bottlenecks in your workflows?
- > Could scanning documents as they arrive dramatically improve your service levels?

Processes that rely on paper-based information are inherently slow, inefficient and prone to human error. Our **Digitisation Calculator** will reveal the true cost of these processes.

THE BOTTOM LINE

Digitising paper-based records gives you instant, accurate access to information from anywhere. There are various levels of digitisation from turning documents into images to extracting the data and making it available to all back office systems. If your business has a significant flow of documentation, you will benefit from digitisation.



35%

OF THEIR WORKING HOURS ARE WASTED BY EMPLOYEES SEARCHING FOR INFORMATION.

AIIM Market Intelligence, 2013

DIGITISATION CALCULATOR

Number of knowledge workers regularly looking for records or information

x

Average number of hours per week they waste looking for documents*

hrs x

Estimated average hourly wage for knowledge workers

£ hr =

Estimate of what you could save per week by digitising a business process

£

CONSIDER

How much could your business save by digitising more than one process?

* 28 hours: Time each week spent by knowledge workers writing emails, searching for information, and collaborating internally. McKinsey, 2012

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UNIVERSAL IMPLEMENTATION

THE MOST IMPORTANT INVESTMENT OF ALL

THE KEY QUESTION:

Is there any point in having the right policies and procedures in place if they aren't being followed?

CALCULATE THE CASE

- › Do different departments have their own approaches to information management?
- › Is the importance of information management understood at the highest level?
- › What's your internal information policy communication budget?
- › What information training do you offer?
- › Do you have an information policy monitoring budget?

The costs of not implementing your records management policy are hard to quantify, but decision makers should be aware of what they are and how high they could be.

THE BOTTOM LINE

The training and monitoring required to universally implement your information management strategy is not only a worthwhile investment, but absolutely essential to underpin all your other efforts.



ONLY
26%
OF BUSINESSES
MONITOR THE
EFFECTIVENESS OF
THEIR INFORMATION
RISK TRAINING.

'Beyond good intentions'
a report by PwC and Iron
Mountain, June 2014.

SAVE

BUILD A CASE

BUILD A PICTURE

When you're arguing the case for investment, it always pays to know your facts.

Step 2 will help you collate the facts about information management in your business. Use your answers to create a broader picture of your approach to information management and determine where change is needed. This will enable you to demonstrate the areas you want to improve.



INVENTORY AND CLASSIFICATION

Do we have an overarching information inventory, including paper and digital?

How is our information classified?

Breaking down by business function and type, how much electronic storage do we have?

Are we keeping data longer than we need to?

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RETENTION

Do we have an approved retention schedule?

Do we apply our approved retention schedule?

Do the people who use our records have a process in place to maintain the retention schedule?

RETENTION EXAMPLES

Has our business been fined?
What are the fines in our industry?
How often are information audits?

POLICIES AND PROCEDURES

Do we have universal policies and procedures for managing information?

Do our policies apply to paper, digital or both?

How is training on these policies applied?

What special policies do we have?

Where do we store our records? Where do we store our tapes? What about our old IT equipment?

How do we dispose of records? What about old IT equipment?

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DIGITISATION

Do we use any electronic document management systems?

How do we transfer data from incoming documents into our IT systems?

How do staff access information remotely?

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AUDIT

How often do we monitor our information management policies?

Do we have business-wide coordinated monitoring?

When was our last internal audit of digital and paper records?

When was our last external audit?

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BUILD A CASE

BUILD A TEAM

Your programme of change and improvement is more likely to succeed if senior managers and leaders are involved. If you don't already have one, put together a committee of senior stake holders who can help you build your strategy and pave the way to success. Set a regular schedule of meetings, reporting and training.

CONSIDER THESE AREAS:

- > Legal
- > IT
- > Compliance
- > Tax
- > Human resources
- > Risk management
- > Customer service



THE RIGHT PEOPLE

If you can't form a steering committee, form a network of managers and influencers.

Think about the people in your organisation that you interact with frequently; people who would benefit from a streamlined information management system. Your advocates may have better access to your senior leadership. Finding just one person to champion your cause could be enough. Together, you are more likely to succeed in getting more influence, resources, money and involvement in the management of your information.

INFORMATION CAN BE VISIBLE OR INVISIBLE, PHYSICAL OR ELECTRONIC, ONLINE OR ON PAPER AND, THEREFORE, SENIOR LEADERSHIP MUST COORDINATE HOW THIS IS BOTH MANAGED AND/OR OPTIMISED, SO THAT EVERYONE KNOWS BOTH THEIR ROLE AND THE POTENTIAL IMPACT OF NON-COMPLIANCE.

'Beyond good intentions' a report by PwC and Iron Mountain, June 2014

THE WIDER BUSINESS

Make sure that you present information management to different parts of your business.

Unfortunately, the information management programme is not top of mind for most business units. Do what you can to change the way people see the issue.

Build information education initiatives.

Don't just focus on the risks related to information.

Introduce the concept of information as an asset that can be leveraged for competitive advantage

Work with people across the organisation to understand their information concerns.

Your goal is to help people know when to come to you and when and where to look for programme-related guidance. They should actively pull information from you, rather than you having to push all the time.

BUILD A CASE

BUILD A PLAN

Your business leaders will be interested in costs and people, but they'll also want to know what your policies will look like and what impact they'll have. This section helps you demonstrate the actions required to implement your strategy for improving information management.





CONDUCT LEGAL RESEARCH

Each class of record has its own retention period. To ensure you create a schedule that's accurate and actionable, you may want to involve:

- Internal or external legal counsel
- Programme managers
- External information experts
- Don't underestimate the importance of this step and the need to involve your steering committee and board members.

FINALISE YOUR RETENTION SCHEDULE

Based on your records classification system, your retention policy will address both paper and digital records. Your policies and procedures should be:

- Flexible
- Applicable to all records
- Integrated with different business areas and teams
- Accessible and well communicated.



SECURE DESTRUCTION

This is a key part of your retention policy and also ensures your information is protected. Secure destruction reduces paper in your office, the costs of storage space and helps you remain legally compliant.

If your business has collected e-waste like old laptops and other outdated IT equipment, consider how these can be securely recycled. Your aim should be to ensure the information you've stored does not fall into the wrong hands and your equipment is compliantly recycled or destroyed.

GO COMPANY WIDE

Your guidelines for handling information should extend to everyone in every part of your business. Alongside your records retention policy, consider establishing:

- Privacy guidelines
- Protection of proprietary information
- Email policy
- Social media policy
- Digital information handling guidelines
- Identification and accessibility of active files
- Offsite storage of all inactive files
- Identification and protection of business critical information
- Universal information management training.



DIGITISATION

Identify bottlenecks in workflows caused by paper-based processes. Consider digitising documents to achieve:

- Faster, wider, more secure access to records
- Easy-to-access information
- More efficient data extraction from documents
- Making incoming documents scanned easily available.

MONITORING

It's easy for deadlines to slip and dates to be overlooked. Create plans for monitoring, setting in stone who does what, when. This will give you a clear picture of your progress and identify any need for further training.

BUILD A CASE

BUILD A PRESENTATION

With a clear picture of costs, current approach, people and best-practice policies, you're now prepared to make your business case for improving your organisation's information management.

BUT BE SURE TO CONSIDER THE FOLLOWING WHEN PRESENTING TO YOUR BOARD:

Determine the extent of your exposure to legal risk, data breach, mismanagement of private information, and other issues, and decide which actions to prioritise

Create a roadmap in PowerPoint or Visio that shows, based on best and proven practice, what actions need to take place, and in what order

Keep your audience focused by using our
and our



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