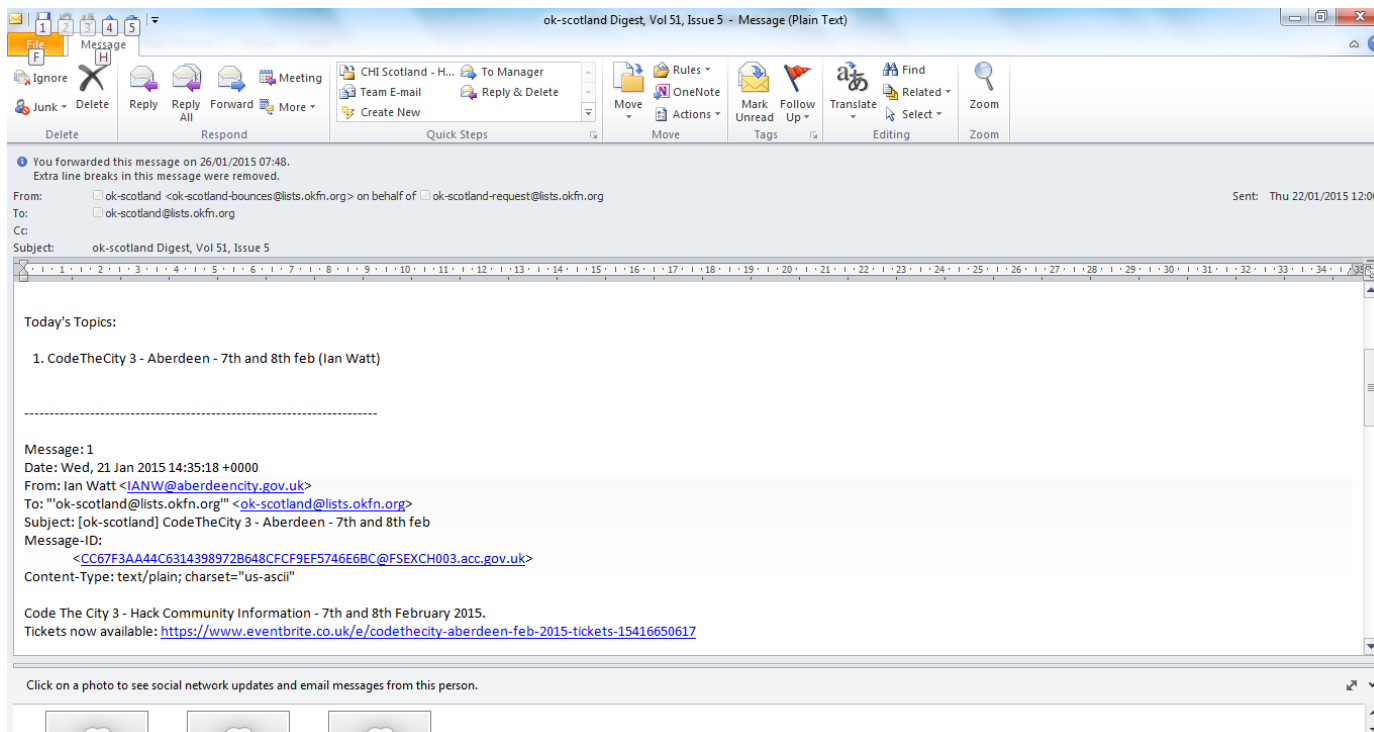# **Information Governance:** accentuating the positive, eliminating the negative

Heather Jack, HJBS Ltd.

Code The City 3 - Hack Community Information – 7th and 8th February 2015.

- Email posted to OK-Scotland email list 21/01/2015

- Event to address "data challenge" ….

Background

The City Council, the local Health Service, and multiple organisations in the public and 3rd sectors all **store and present information** on local groups, associations, clubs and societies, in various ways.

This poses **challenges** for the organisations, for those **supplying the data**, and for the public who need **access to it**.

All of these data stores are managed independently. The **information** - which held in a **variety of systems** - can be significantly different, the frequency of updates not synchronised, and the **means** by which it is collected **non-standard.**

For local groups the **burden of providing the information** to multiple data custodians, and sign-posting services, can be considerable.

And for service users? Well, the **challenge of finding trusted, accurate, up-to-date information** that meets their needs can be daunting. You Google a query and it returns four listings for the same organisation, with different email addresses, phone numbers, address or contacts ..... You get the picture!

Info Gov – not the cool kid on the block?

motivating?

"...because it's good for you"

http://headrush.typepad.com/creating_passionate_users/2006/09/motivating_othe.html

"We don't want people thinking we're all risk averse and gunning for stacks of policies and procedures all over the place. "

Info Gov – perceptions & realities

motivating?

"...because it's good for you"

- Records & archives mgmt
  - end of business life activity
  - more about paper
  - done by someone else
  - Nothing to do with data
- Focussed on risk & compliance, not value creation
- Orgs (& individuals) prepared to take the risk
  - where explicit penalties are low
  - conflicting & higher priorities
- Short term reactive focus
  - bad thing happening (fire, data security breach …)
  - new compliance requirement (e.g. Public Records Scotland Act, new EU Data Protection regulations …)

Leah …. you were right!

*"The thing to remember about IG is that it's really about policies that put **constraints and roadblocks** in the way of working with information. Implementing the policies, via procedures, is where **value gets added**; using the right technologies helps **take the burden off** of people.*

Information Governance without appropriate procedures and tools is just not going to work. Don't even bother to try."
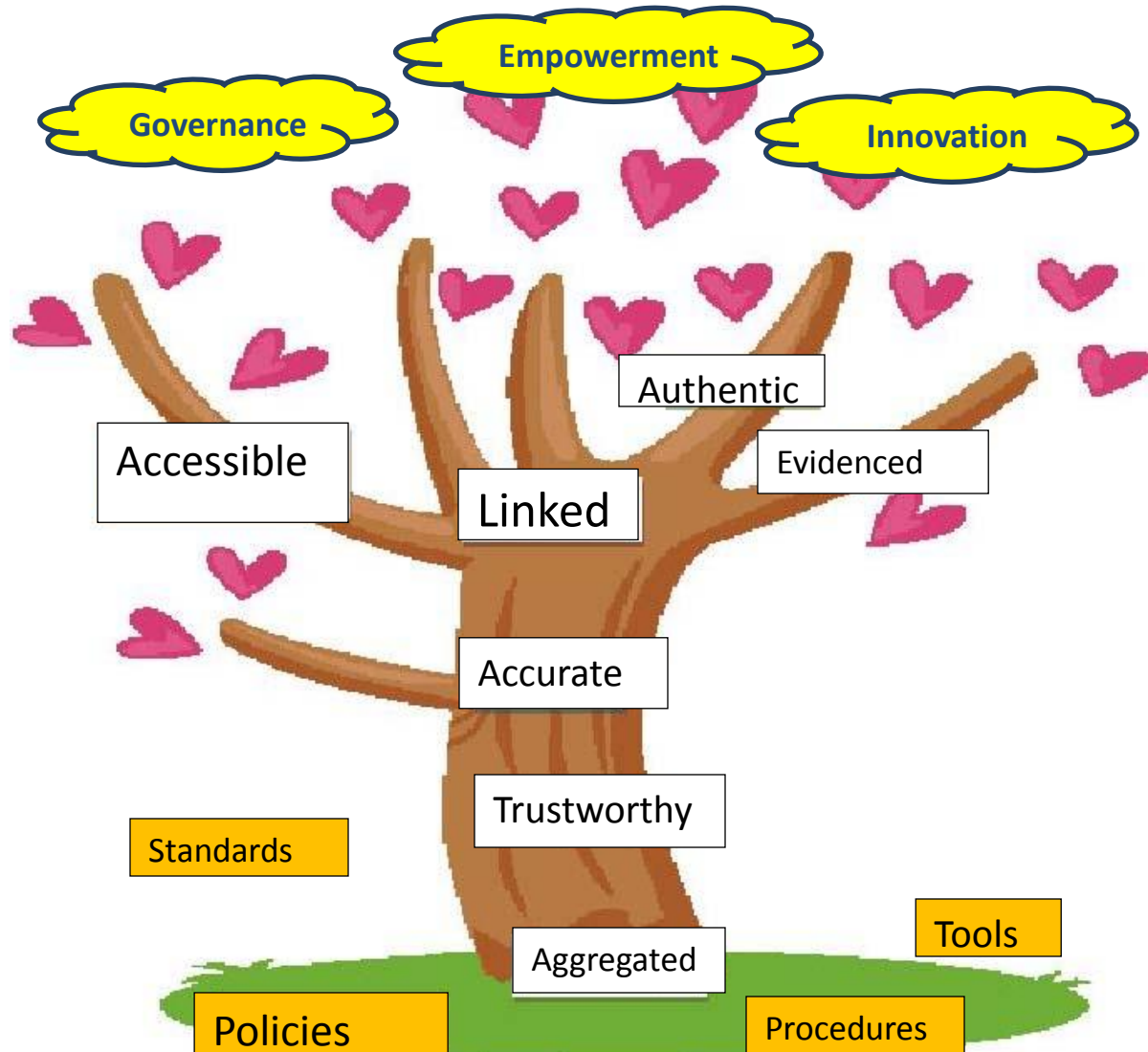

The Info Gov Guerrilla

Chris Walker on IG as obstacle and as enabler:
https://christianpwalker.wordpress.com/category/phigs-2/
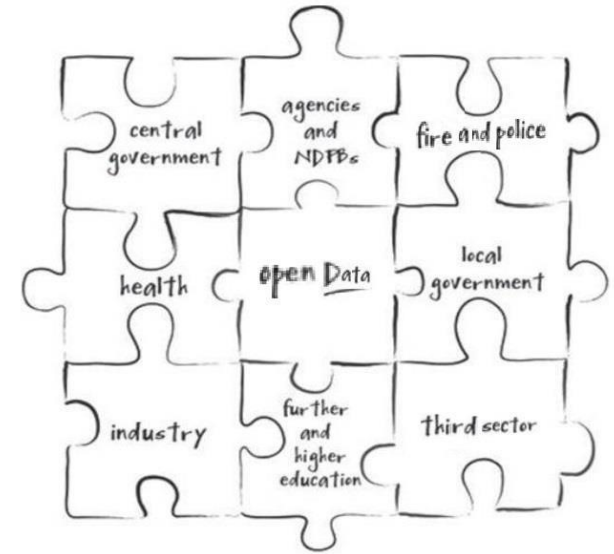
What's Needed?

Smart Governance Strategy

- Applied at local (data source) & aggregate levels
- Goals
  - inputs and outputs can be trusted;
  - data validity, integrity and context can be evidenced over time;
  - aid interoperability & relationship mapping;
  - reduce the costs & effort of existing data discovery and cleansing;
  - improve the quality of data captured and re-purposed in the future
  - enable the automation of info governance
- OUTCOMES … in Open Data context

Open Data Principles

- Open Data by Default
- **Quality** and Quantity
- **Usable** by **All**
- Releasing Data for improved **Governance**
- Releasing Data for improved **Innovation**

Building blocks already in place?

Scottish Government Interoperability Standards

SCARRS retention schedule tool

Public Records (Scotland) Act 2011

Inspire Regulations

Freedom of Information (Scotland) Act 2002

Environmental Information Regualtions

UK Data Protection Act 1998

LG Inform Plus Tools

Open Data Strategy for Scotland (Draft 2014)

But are they joined up???

... and finally, a song – please join in

"Big Data"

sung to the tune of "Big Spender

The minute we clicked on report,
We could see that you were data of distinction
Real big data
Migrated, securely revised
Merged, transformed and greater value now realised

So let us get right to the point
Info governance is worth the fuss
Trusted data
Makes better lives for us

www.wales online.co.uk