

Complying with InfoGov and eDiscovery Requirements in a Post-COVID WFH World

PART 2: INTEL

Records management is critical to reducing your risk for regulatory non-compliance fines and business disruption. Yet, with remote workforces and the introduction of new data types into many organizations, the complexity of records management is higher than ever.

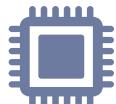
The steps and questions in this document can help guide you in adopting and adhering to records management best practices. After reviewing and completing this checklist document, be sure to save it. You will be able to combine it with the other Operation IG Revamp tools to outline a comprehensive approach to upgrading your information governance and eDiscovery strategy.

3 STEPS TO EFFECTIVE RECORDS MANAGEMENT – AND QUESTIONS TO ASK ALONG THE WAY

1. Update and communicate your classification system and retention schedule.

YES NO

- Have you established a single corporate data classification taxonomy to be used across business units and stakeholders?
- Do all business unit leaders understand what data is regulated and what isn't?
- Do all business unit leaders understand the requirements of those regulations?
- Has the lifecycle of each type of data been documented and agreed upon?



INSIDER TIP:

Create shared ownership and avoid silos by asking all relevant parties to help determine classification categories and define business and regulatory retention requirements.

2. Assess and improve existing records management policies.

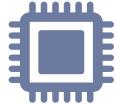
What differences exist between what your policy says and what actually happens in the company?

What is causing that difference?

How is that difference putting your business at risk?

YES NO

- Are any policies misaligned with business needs? If yes, what are they?
- Are any policies misaligned with current regulations? If yes, what are they?



INSIDER TIP:

Discovering where policy and reality fail to align requires building **detailed data inventories and maps**, including identifying the dark data living on the devices of your in-house and remote team.

3. Create and enact a plan to operationalize retention and deletion rules.

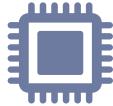
What technology and tools will be used to enforce your policies?

How will you pilot and scale processes in a manageable, targeted way?

How will you communicate what you're doing, why you're doing it, and what you expect from the teams involved?

How will you measure the impact of new processes and controls?

How will you communicate that impact and related benefits to leadership and employees?

**INSIDER TIP:**

Organizations face not only increasing content volume but also variety. From Zoom recordings to team messaging apps to files downloaded on employee laptops, **make sure your tools and processes reach all data types and repositories.**

Want help with completing your IG Revamp?

Contact Sherpa Software at info@sherpasoftware.com.