



AHEAD CONFIDENTLY

Protecting, preserving, storing and disposing of your data in today's hybrid digital and physical environment while remaining compliant with all obligations.

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INTRODUCTION

Organizations depend on records - and data - not only to survive, but to thrive, and the majority of these assets are now created digitally at great volume and in varying formats. Your data is a critical asset that must be protected, preserved, accessed on request to not only comply with regulations but to also drive insights, and eventually, disposed of according to policy.

Throughout 2019, we hosted a five-part webinar series that explored issues organizations face when it comes to managing data throughout its lifecycle all the while satisfying regulators and supporting business goals and objectives. Topics included:

- 1 Impact of 2018 News Events on Information Management in 2019
- 2 Privacy is Your Responsibility
- 3 RIM: A Key Stakeholder in Workplace Transformation
- 4 Benchmarking IG and AI: Where Do We Stand in 2019?
- 5 Manage Personal Data Risk with Secure IT Asset Disposition

In this eBook, we explore each of these topics and present suggestions for successfully navigating through the change they require and the move ahead, confidently.

IMPACT OF 2018 NEWS EVENTS ON INFORMATION MANAGEMENT IN 2019



THE SITUATION

Information Governance (IG) - or rather the lack thereof - took on a new life in 2018. One news report after the next cited how millions of people had their personal data hacked, abused and scandalized by tech giants, governments, hoteliers and more. Meanwhile, companies misused data, governments failed to use data to stop crime and even trusted senior executives chose to overlook information security processes and procedures.

HOW TO MOVE AHEAD CONFIDENTLY

The chaos of 2018 presented numerous educational opportunities for an information manager, providing a bevy of examples to fine tune operations moving forward. Two particular areas that stood out were information management and governance and compliance.

- **Information Management:** Information managers should look beyond what defines information in regard to conventional records management, focusing on the impact new technology has on creating potentially hackable data. This includes bitcoin, blockchain, biometrics and even hidden cameras.
- **Governance and Compliance:** Inconsistencies in operational policies led to many of the issues faced in 2018. Managers must actively monitor and ensure corporate policies are consistently applied and enforced across the organization. They should also explore putting formal controls in place to ensure compliance.

Move beyond paper document storage and disposal and into the digital storage and related services...Begin the conversation, learn from others and go beyond your comfort zone.

Christian Liipfert

President and General Counsel,
Christian Liipfert Consulting, LLC

PRIVACY IS YOUR RESPONSIBILITY



THE SITUATION

The General Data Protection Regulation (GDPR) and other privacy legislation, such as the California Consumer Privacy Act (CCPA), have shone a light on an organizations' records management and what needs to change to accommodate privacy requirements. Protecting personally identifiable information (PII) is no longer a nice to have but a must have, and organizations failing to comply will face severe consequences.

HOW TO MOVE AHEAD CONFIDENTLY

When considering preparing for and implementing processes to comply with data privacy law, organizations must balance priorities that include policy and compliance requirements, business needs and revenue goals, implementation and enforcement of security measures, and speed of access to respond to requests/breaches. This can be accomplished by:

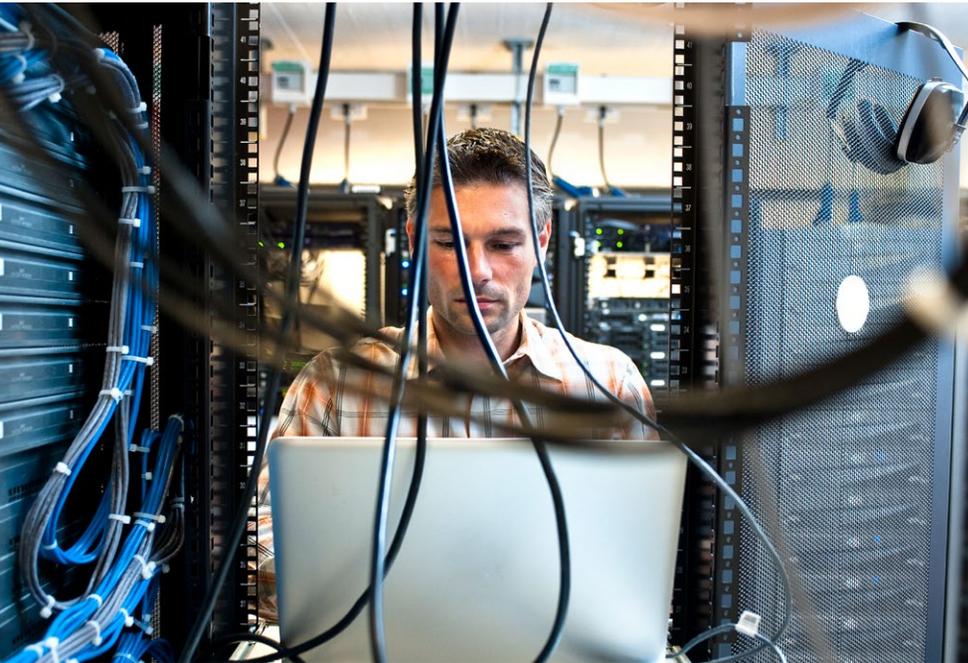
- Considering the management of privacy and retention rules together.
- Creation of a unified view of personal data and the related obligation to achieve compliance.
- Reduction of costs and risks by eliminating redundant and unnecessary data.
- Investment in foundational components of rigorous lifecycle management to quickly and cost-effectively comply with regulatory changes, reduce risks, respond accurately to personal data requests and avoid wasting money on obsolete solutions.

Information lifecycle management is more important than ever to address privacy concerns, and records and information management professionals must lay that foundation for information management in your organization.

Kelly Matoney

Principal and Practice Leader,
Iron Mountain

RIM: A KEY STAKEHOLDER IN WORKPLACE TRANSFORMATION



THE SITUATION

According to IDG, 90% of organizations are planning to or moving ahead with one or more workplace transformation projects. With the advent of newer technologies that include blockchain, artificial intelligence and robotics, how organizations think about, classify and protect information is changing and impacting records information management.

HOW TO MOVE AHEAD CONFIDENTLY

As organizations become more digitally oriented and less physical space is needed to conduct business (mobile workers, less paper), records and information management teams play a key role in achieving successful transformation. As such, RIM leaders must create a digital transformation plan to ensure data security and promote organization-wide buy-in. The plan should cover:

- Involving senior leadership to make sure they understand the strategy and goals RIM has developed.
- Ensuring RIM team members attend staff meetings and town halls so employees understand the reasons for the change.
- Developing a playbook with decision trees and checklists so stakeholders are confident in the decisions they must make about the information they have.
- Developing rules and criteria to securely dispose of old IT assets and accessories.
- Enlisting a reputable third-party partner to help properly dispose of paper documents and IT assets no longer in use.
- Working with departments using large amounts of paper - legal and tax - to discuss how they can work toward becoming more paper-light.

Regardless of the trigger, workplace transformation includes the management of records in all formats. We must be conscientious of how we treat the information that resides in various locations while maintaining compliance within the organization.

Sue Trombley

MLIS, IGP, FAI, Director of Global Engagement,
Iron Mountain

BENCHMARKING IG AND AI: WHERE DO WE STAND IN 2019?



Over time, more RIM/IG pros will report into IT because so much of what we're responsible for is born in the digital realm.

Sue Trombley

MLIS, IGP, FAI, Director of Global Engagement,
Iron Mountain

THE SITUATION

When it comes to how we manage records and data to meet all expectations, the 2018-2019 Cohasset/ARMA Information Governance Benchmarking Survey Report found persistent barriers that include:

- A general resistance to change.
- A lack of automated tools and processes to help with volumes and formats of data.
- A lack of IT pros included in the selection and deployment of technology and lagging interdisciplinary IG.

HOW TO MOVE AHEAD CONFIDENTLY

Records and Information Management professionals play a key role in driving sound IG practices and encouraging organization-wide collaboration. Thus, RIM teams must work to:

- Continue reducing the number of classes in a records retention schedule.
- Use RIM/IG to demonstrate how "good" RIM/IG can reduce regulatory non-compliance.
- Work with lines of business to leverage workflow automation.
- Demonstrate how using artificial intelligence, machine learning and content classification can reduce regulator non-compliance and facilitate access and destruction.
- Understand and share privacy implications for the secondary use of data.
- Study change management for professional development.
- Support using information to benefit the organization's goals.
- Safeguard the accuracy and authenticity of information so it meets regulatory, operational, business intelligence and archival requirements.
- Enlisting a reputable third-party partner to help properly dispose of paper documents and IT assets no longer in use.
- Working with departments using large amounts of paper - legal and tax - to discuss how they can work toward becoming more paper-light.

MANAGE PERSONAL DATA RISK WITH SECURE IT ASSET DISPOSITION



“ E-Waste is a growing problem - new devices are coming out and regulations are evolving. You want a vendor that stays on top of the changes, is compliant and is always looking for new, innovative solutions.

Brooks Hoffman

Principal, Data Management,
SITAD

THE SITUATION

Challenges concerning the disposal of sensitive or private information that's stored on work and personal devices abound - from data security risk to compliance to environmental impact.

E-waste from end-of-life electronic devices is the fastest growing municipal waste stream in the world. In fact, the World Economic Forum estimates that nearly 50 million tons of e-Waste was generated in 2018 - the equivalent of tossing out 800 laptops every second. However, companies can be fined for illegally dumping devices into landfills and for shirking responsibility for improperly ridding themselves of entrusted data.

HOW TO MOVE AHEAD CONFIDENTLY

The list of devices bearing data grows by the day, each of which has certain steps required to eradicate data. Thus, records and information management teams must work alongside IT (and other stakeholders) to develop an IT asset disposition (ITAD) strategy that:

- Ensures data is not being leaked and that electronic devices are recycled in an environmentally responsible way.
- Includes establishing and enforcing a formal ITAD policy - as 60% of organizations lack one.
- Selects the appropriate method of asset destruction - either physical destruction or overriding software.

As a third party may be required to assist in this destruction, make sure the vendor:

- Is properly certified and can handle multiple device types.
- Can provide an itemized list of devices destroyed.
- Utilizes alarmed and GPS-tracked vehicles so data is secure in transit.
- Has a certifiable track record for being environmentally responsible.
- Has a physical presence in the countries an organization serves.
- Employs a defined roadmap and an ongoing commitment to keep up with ongoing E-waste.

MOVE AHEAD CONFIDENTLY WITH IRON MOUNTAIN

How you manage your ever-increasing volume of information throughout its lifecycle is key to your organization's success. Effectively managing information takes a combination of strategy, process and technology, all of which are prone to constant change and disruption.

At Iron Mountain, we help you take care of the immediate obstacles that hinder growth and development. Our global business is dedicated to storing, protecting and managing your information so you and your organization can move ahead confidently. To take a deeper dive into topics of this eBook and to find out about our upcoming 2020 webinar series, please visit our [Education Webinar Series page](#).

ADDITIONAL RESOURCES

THE IMPACT OF NEWS EVENTS ON INFORMATION MANAGEMENT IN 2019

[Information Governance: Trends and Highlights from 2018](#)

[2018: A Pivotal Year for Doc Management](#)

[Lessons from the Information Governance Front Lines](#)

PRIVACY IS YOUR RESPONSIBILITY

[Information privacy: Is it as important to your vendors as it is to you?](#)

[Manage Your Privacy Journey: GDPR, CCPA and Beyond](#)

[The Delicate Art of Destruction: Why You Need a Master of the Craft](#)

RIM: A KEY STAKEHOLDER IN WORKPLACE TRANSFORMATION

[Workplace Transformation: Reducing Paper and Storing Offsite](#)

[Workplace Organization Gives You a Clean Start in the Office](#)

[Workplace Transformation Begins with a Clean Start](#)

BENCHMARKING IG AND AI: WHERE DO WE STAND IN 2019?

[Integrating Artificial Intelligence into your Information Governance Program](#)

[AI Evolution In An Information Governance World](#)

MANAGE PERSONAL DATA RISK WITH SECURE IT ASSET DISPOSITION

[Privacy by Design](#)

[What You Don't Know About ITAD Certifications and Other Horror Stories](#)

[4 Key Elements for a Secure Data Asset Disposal Initiative](#)

