

Table of Contents

1	FORWARD	1-4
2	ACKNOWLEDGEMENTS.....	2-5
3	INFORMATION MANAGEMENT CORE CONCEPTS.....	3-6
3.1	WHAT IS INFORMATION SECURITY GOVERNANCE?.....	3-9
3.2	UNDERSTANDING INTERNAL & EXTERNAL THREATS.....	3-12
3.3	WHY IS INFORMATION GOVERNANCE NECESSARY?.....	3-15
3.4	INFORMATION GOVERNANCE FRAMEWORKS	3-18
4	BUSINESS & INFORMATION GOVERNANCE.....	4-22
4.1	ENGAGING STAKEHOLDERS.....	4-25
4.2	ESTABLISHING RELATIONSHIPS WITH BUSINESS USERS	4-28
4.3	DELEGATION WITH BUSINESS UNITS.....	4-31
5	DEVELOPING AN INFORMATION GOVERNANCE LIFECYCLE	5-35
5.1	UNDERSTAND & REVIEW INFORMATION INVENTORY.....	5-38
5.2	WORKING WITH METADATA.....	5-41
5.3	DEVELOPING A TAXONOMY	5-44
5.4	DEVELOPING USE CASES & USER EXPERIENCE	5-47
5.5	APPLYING RECORDS MANAGEMENT RULES	5-50
6	THE CROSS FUNCTIONAL NATURE OF INFORMATION GOVERNANCE.....	6-54
6.1	THE ROLE OF EXECUTIVES	6-57
6.2	THE ROLE OF IG STAKEHOLDER GROUPS.....	6-60
6.3	THE ROLE OF BUSINESS UNITS	6-63
6.4	THE ROLE OF INFORMATION MANAGER.....	6-66
6.5	THE OF THE LEGAL DEPARTMENT.....	6-69
6.6	THE ROLE OF PRIVACY.....	6-72
7	DEFINING AND DEVELOPING A SOLID INFORMATION GOVERNANCE PROGRAM.....	7-76
8	INFORMATION GOVERNANCE POLICY DEVELOPMENT	8-80
8.1	BUSINESS CASE.....	8-83
8.2	ENGAGING EXECUTIVE SUPPORT	8-86
8.3	EXECUTIVE DIRECTIVE & POLICY.....	8-89
8.4	PREPARING FOR PROGRAM COMPONENTS	8-92
8.5	PREPARING PROGRAM CONTROLS	8-95
8.6	STORAGE AND ARCHIVE POLICY.....	8-98
8.7	MESSAGING POLICY.....	8-101
8.8	LEGAL HOLD POLICY	8-104
8.9	PREPARING FOR LEGAL LITIGATION	8-108
8.10	SOCIAL MEDIA POLICY	8-111
9	DEVELOPING A LEAN INFORMATION GOVERNANCE PLAN WITH SHAREPOINT AND TEAMS.....	9-115
9.1	OFFICE 365 & SHAREPOINT FUNCTIONALITY.....	9-121

9.2	TEAMS FUNCTIONALITY	9-124
9.3	LEAN INFORMATION GOVERNANCE PLAN.....	9-127
9.4	FRESH START	9-130
10	WORKING WITH PII AND PCI INFORMATION WITHIN SHAREPOINT	10-131
10.1	WHAT IS PII AND WHAT ISN'T PII	10-137
10.2	WHAT IS PCI.....	10-140
10.3	IDENTITY & ACCESS MANAGEMENT	10-143
10.4	IDENTITY & ACCESS CONTROL	10-146
10.5	WORKING WITH PII & PCI IN SHAREPOINT	10-149
10.6	RESTRICTION AROUND PII & PCI	10-152
11	INFORMATION GOVERNANCE REQUIREMENTS	11-156
11.1	LEGAL/REGULATORY REQUIREMENTS.....	11-159
11.2	OPERATIONAL REQUIREMENTS	11-162
11.3	FINANCIAL INFORMATION REQUIREMENTS	11-162
11.4	ARCHIVAL REQUIREMENTS	11-165
12	PROGRAM MANAGEMENT	12-169
12.1	TRAINING	12-172
12.2	COMMUNICATION.....	12-175
12.3	ADOPTION	12-178
12.4	PROGRAM ROADMAP	12-181
12.5	PROGRAM AUDITS.....	12-184
13	INFORMATION GOVERNANCE TEMPLATE #1	13-188
14	INFORMATION GOVERNANCE TEMPLATE #2	14-192
15	GLOSSARY	15-196
16	INDEX	16-197