# The Intersection of KM, Content Management, Information Management and Records Management

APQC Knowledge Management Conference – April 26, 2012

#### **Reid G. Smith**

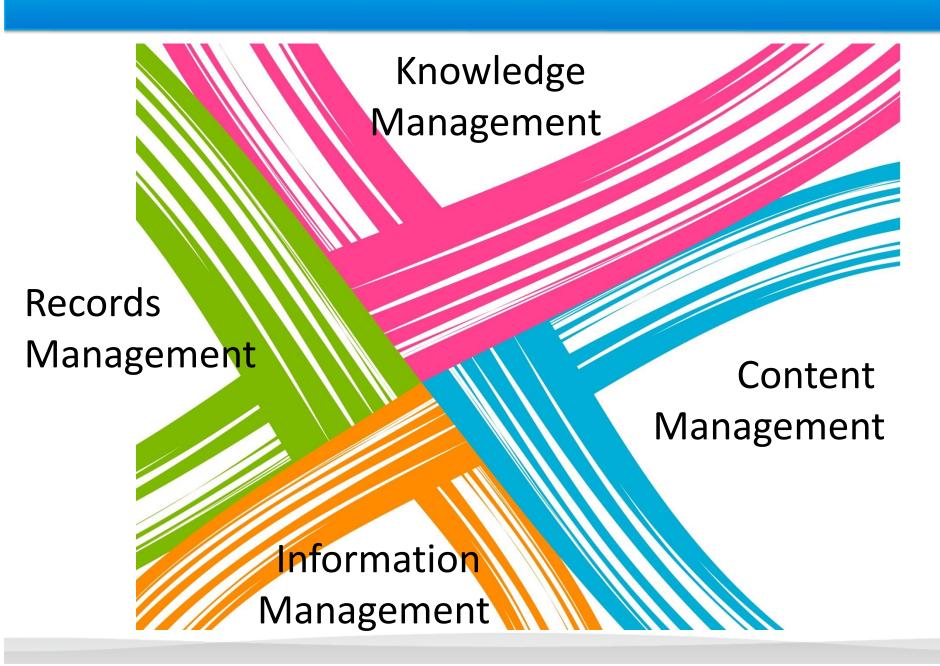
IT Upstream Services Manager
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#### The Intersection



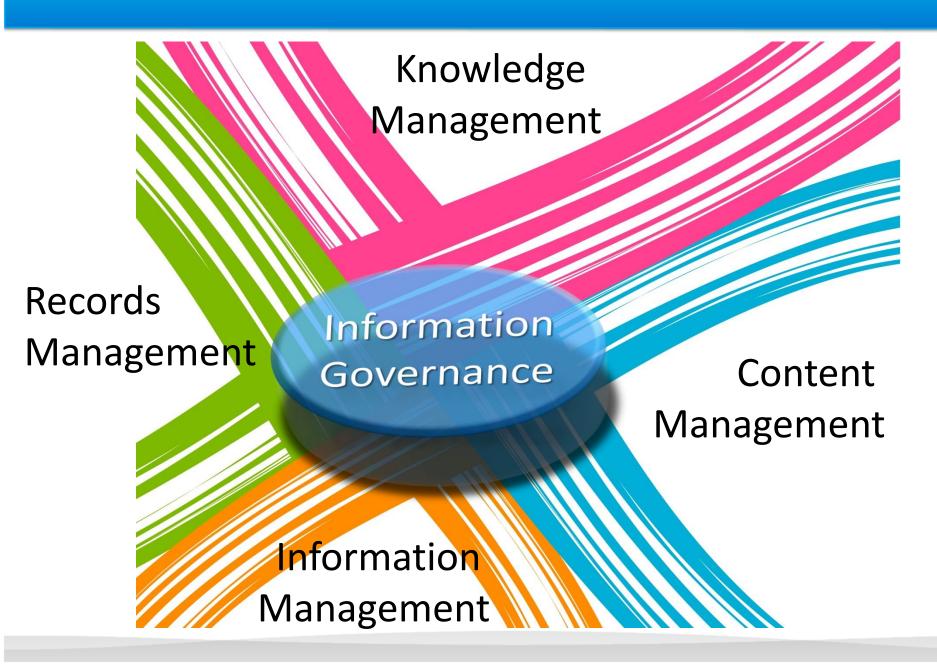
#### Discussion Questions: Intersection

## As a KM or CM or IM or RM "manager"

- 1. What are your key drivers?
- 2. What stakeholders do you engage?
- 3. What are your challenges?
- 4. What are the synergies with other M-ers?



#### **An Intersection or a Crossroads?**



#### **How Marathon Defines 'Information Governance'**

- Umbrella term for an integrated approach to a number of issues faced by organizations:
  - How to maximize the benefit of information that is obtained at a great cost
  - How to ensure legal and regulatory compliance in the world of electronic information
  - How to ensure sustainable stewardship of valuable information assets
  - How to retain the focus on knowledge sharing and information management



#### **Discussion Questions: Crossroads**

## In the new plane,

- 1. What are your key drivers?
- 2. What stakeholders do you engage?
- 3. What are your new challenges?
- 4. What are your new opportunities?



### **Another Perspective**

Insight IQ is the ability to find and analyze relevant information to drive actions and decisions. The right Information Information information is Attainability Usefulness available and easy to find. Insight Available IQ **Employee** Capability

Information is of a known quality and in a usable format.

### Actionable

Overcoming the Insight Deficit: Big Judgment in an Era of Big Data CIO Executive Board CIO Executive Forum, Houston 15 September 2011

Accountable

Employees have the ability and predisposition to analyze the information effectively.

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