Managing an Information Governance Framework on a Global Scale: Maximizing Business Benefit, Minimizing Risk

Knowledge and Information Management for Oil and Gas

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Agenda

- **Identifying opportunities to improve productivity, enable high-quality decisions and mitigate risk**
- **Determining organisational requirements for effectively governing information on a global scale**
- **Engaging on multiple fronts**
- **Dealing with multiple stakeholders**
- **Managing scope and maintaining momentum**

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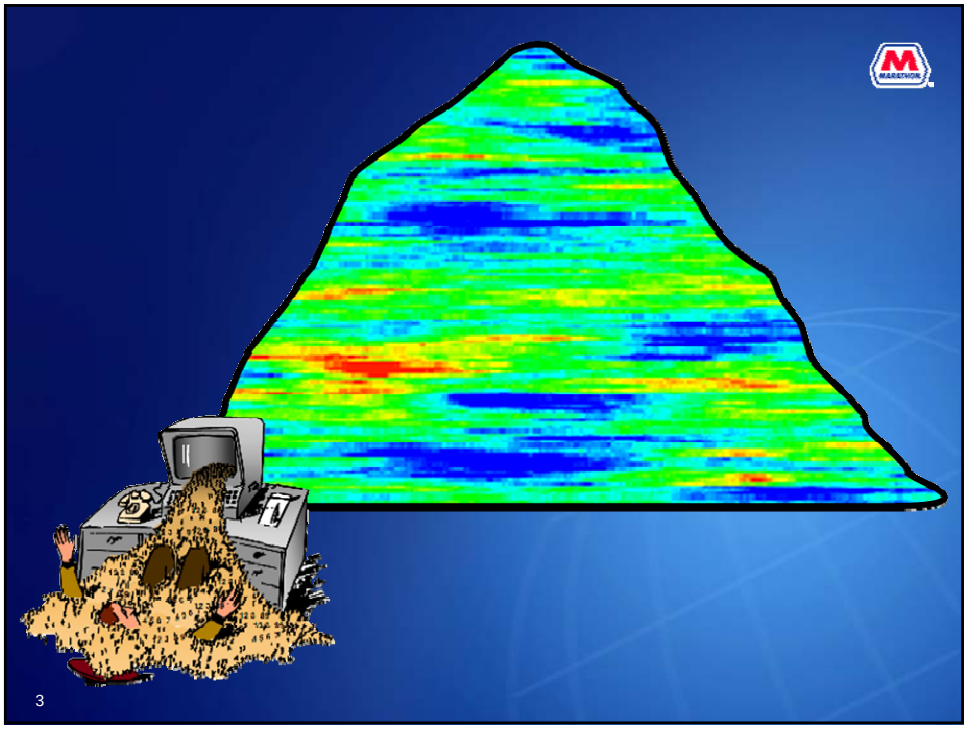
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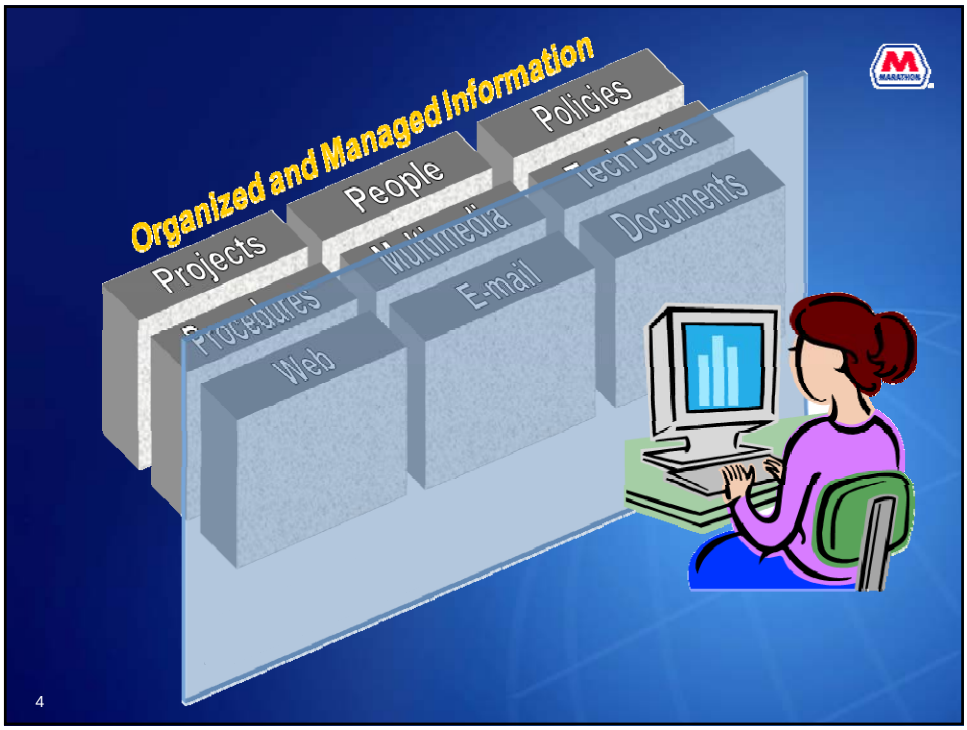
Organized and Managed Information
Projects
People
Policies
Procedures
Web
E-mail
Documents
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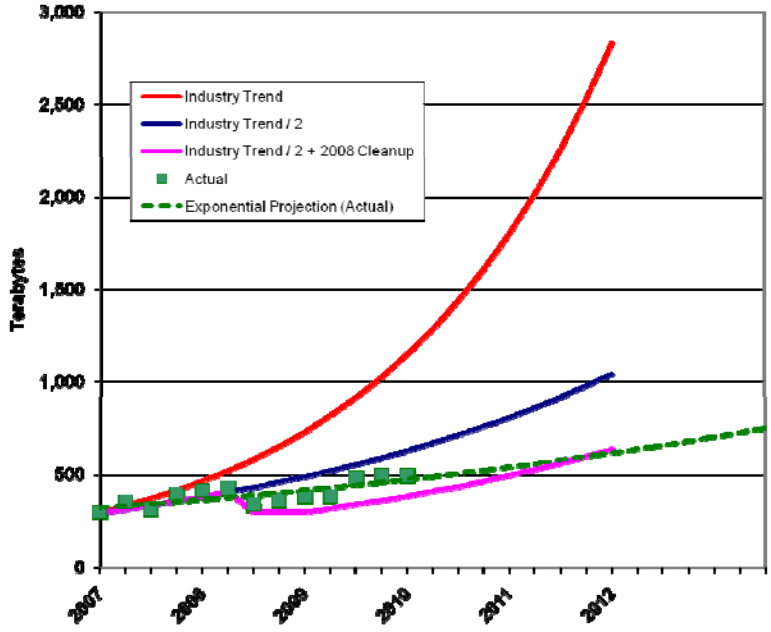
Information Growth



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Scope: Information Channels & Types

- **Electronic & Physical**
- **E-mail**
- **Instant Messages**
- **Web (Intranet & Internet)**
  - *Collaboration: blog, wiki, discussion, …*
  - *Media: video, webcast, podcast, RSS, …*
  - *Social Networking*
- **Shared Drives / PCs** … *"unstructured"*
- **Applications** … *"structured"*

- **Policies & Standards**
- **Daily Market Assessment**
- **Jobber Contracts**
- **Interpreted Log Curves**
- **Pipe Line Operating Procedures**
- **Refinery PSM Documents**
- **Reserves Estimates**
- **Reservoir Models**
- **Trading Deals**
- **People Profiles**
- **…**

Determining organisational requirements for effectively governing information on a global scale

Business Drivers

- Productivity
- Decision Quality
- Cycle Time
- Cost
- Consistency
- Collaboration

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Risk Mitigation

- Operational
- Financial
- Safety
- Environmental
- Regulatory
- Legal
- Security

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Example Foci

- **Improve decision processes and productivity** by providing better access to documents and reference materials, both inside and outside the firewall
- **Ensure continued compliance** with existing legislative, regulatory and judicial requirements by standardizing and streamlining record retention, preservation and production processes
- **Lower costs related to discovery, maintenance of information storage and redundant technologies** through standardization of technology, processes and sourcing (preferred vendors)

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Engaging on multiple fronts

- Policies
- Roles & Responsibilities
- Processes
- Technology
- Ongoing Support

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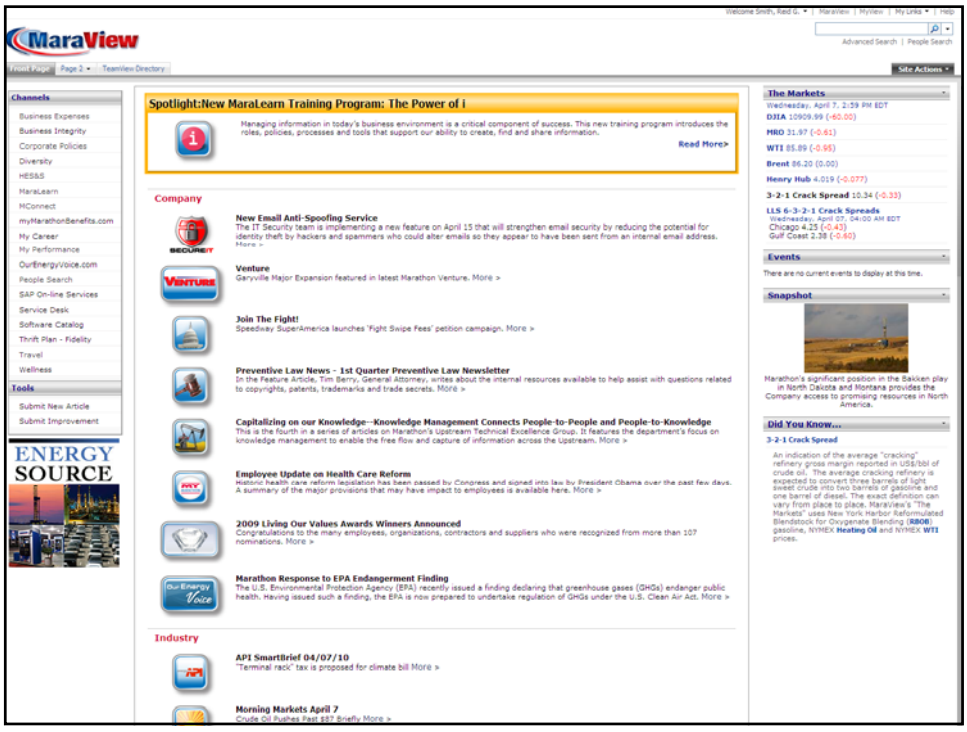
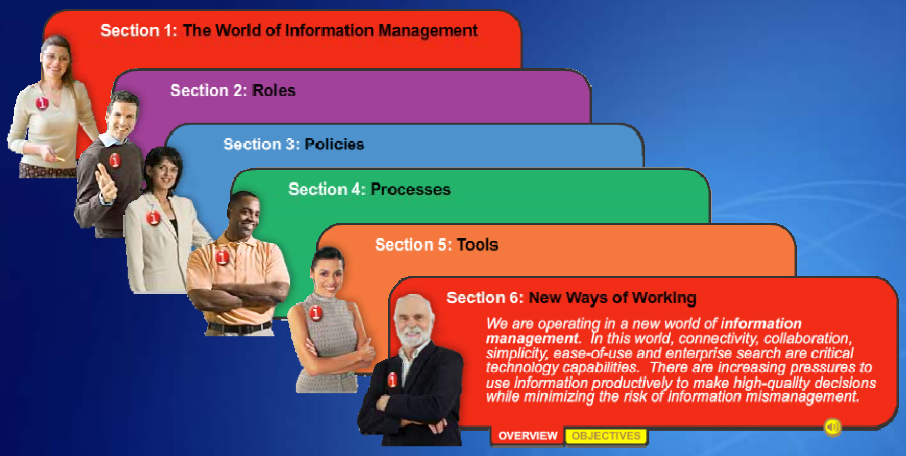


Ongoing Support – Training



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Dealing with multiple stakeholders

- **Business**
  - Relevant, up-to-date and trusted information
- **Law**
  - Consistent information management processes
- **HR**
  - Management of personal information
- **Internal Audit**
  - Compliance with policies & standards
- **IT**
- …

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IT

- Adoption / Compliance
  - Performance !!!
  - Ease of use
- Search
  - Advanced Search
  - Faceted Search
  - Enterprise Search … across all information repositories
  - eDiscovery
- Lifecycle Management
  - Retention Schedule
  - Electronic & Physical Information
- Collaboration
  - Web 2.0, Social Media, …
- Migration
  - Metadata
- Cleanup
  - Operational & legal basis
- Worldwide Implementation
  - Country Laws
  - Performance
  - Synchronization
  - Failover
- Security

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Managing scope & maintaining momentum

- Deliver on the promises
- Build into critical infrastructure
- Strengthen connections to business units
- Encourage business unit information ownership
- Continue to focus on key corporate goals & values
- Measure value – cost savings, productivity, …

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Guiding Principles

1. Information must be managed as an asset
2. Less information offers more value
3. Standardized processes and technology offer significant benefits
4. Embed legal and regulatory compliance in business processes
5. Support spans processes and technology
6. Individual ownership and accountability are necessary for success

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