Minimising risks, maximising benefits and exploiting opportunities

Break-out session: discussions and action planning based on the day’s key themes
Change Scenarios

- Mergers, demergers, acquisitions
- Changing business delivery models
- Use of technology to support change
- Use of professional groups like IRMS to support IM change process
- Economic change
- Political change
Select a scenario & ..... 

1. Identify risks & impacts it poses to effective and compliant IM 
2. Identify practical ways in which these risks can be mitigated 
3. Identify benefits to the organisation if the change scenario can be exploited to improve IM 
4. Identify practical strategies to exploit these opportunities for improvement
Economic Change: risks & impacts

- Budget reductions in resourcing IM delivery (staff) due to focus on front line services
- Budget savings through property rationalisation
- Loss of tacit knowledge through user redundancy
- Risk of short-termism – making “budget-cycle” decisions
Economic Change: risk mitigation

• Work with HR/H&S/Equality and Diversity colleagues on behaviour change
• Embed IM expertise in all staff
  – Job role competencies
• Use of champions & info-liaison officers
• Make links with colleagues
  – ICT
  – Internal audit
  – Legal ....
Economic Change: exploiting change

Use as enabler to support profile raising

• property rationalisation
• good IRM saves money
  – reduce compliance fines & litigation costs
  – rationalise physical and virtual storage space
  – improve efficiency
    • Processing, searching for & sharing information
  – provide integrity & quality
    • Big/open data & master data management
Political Change: general points

- Continuing uncertainty over what political change will be
  - post devolution
  - Euro referendum
  - Local government and Health Boards
  - more powers for OSIC – DP?

- Hesitancy to make any organisational changes

- Implications on regulatory framework e.g. Data Protection Act
Political Change: risks & impacts

- Will new regime be better?
- Will it make any difference?
- Increased scrutiny – more FOI and historic archive enquiries
- Accountability
Political Change: risk mitigation

• Keep up to date with political developments
• Use networking with professional bodies eg IRMS
Political Change: exploiting change

Benefits
• PRSA
  – More employment
  – Higher visibility

Strategies
• Communication strategy
  – Who
  – What
  – Why
  – What if
Carpe Diem!

exploring opportunities presented by political change in post-referendum Scotland
RM/IG opportunity/challenge

- (For public sector) More FOI requests? Increased demands on accountability/transparency?

Factor

- Increased political engagement. More party members, activists.
Factor

- Increased awareness of Scottish element in UK-wide or multinational organisations

RM/IG opportunity/challenge

- Ability to brief or respond to questions on differences in Scottish regulatory and legal framework
Factor

- Promised new powers for Scottish Parliament/Scottish Government

RM/IG opportunity/challenge

- Horizon scanning for impact on regulation, record-keeping, information governance
Factor

- Likely change to public sector organisations:
- Enhanced functions and powers, New bodies, Re-alignment of existing organisations

RM/IG opportunity/challenge

- RM function ready to facilitate/support organisational change.
- Provide corporate memory through structural changes
Technology Change: risks & impacts

• Multiple platforms that won’t talk to each other
• Electronic failures disrupting service provision
• Technology rather than business driven
• Thinking technology is a “magic wand”
Technology Change: risk mitigation

- Hard work and lots of resources
- More efficient management of resources
- Surveying the market
- Staff awareness
- Choosing correct audience for roll-out
- Appropriate staff involved in decision making
Technology Change: exploiting change

• Efficiency
• Consistent application of standards
• Accessibility to information
• Opportunity to raise awareness
• Engagement and less silos across organisation
Technology Change: change strategies

• Involvement in developing metadata standards & info architecture
  – business classification & related file plans
  – naming conventions & protocols
  – Security & retention classifications
• User feedback/forums – from planning through to post implementation
• Role-based planning, testing & training
• Champions/Information Asset Owners