

Ricoh Consulting Services

Staff Biographies

Dylan Williams, Practice Manager

Governance, Risk & Compliance



Dylan Williams is the Practice Manager for the Ricoh USA Consulting Services' Governance, Risk & Compliance practice. He joined Ricoh in 2011 and has over 10 years of experience as a consultant and project manager, specializing in the design and implementation of efficient operational workflow processes that mitigate business information risk with transparency, integrity, and accountability. As a Certified Records Manager and Information Governance Professional, he brings both broad strategic vision and deep tactical experience to clients in this role. He has a history of providing results-oriented analysis and program guidance for corporate, healthcare, government, and legal clients.

Comprehensive experience includes:

- * *Information Program Effectiveness*- Utilized a total cost of ownership approach to Information Economics as a foundational element to holistic Information Governance. Provided actionable, customized roadmaps for information maturity improvement through comprehensive gap analysis and cultural/industry benchmarking.
- * *Technology Advisory*- Researched business needs and software capabilities for Advanced Capture, Electronic Content Management, Policy Management, Information Rights Management, Data Loss Prevention, and File Analysis system procurement. Developed and executed multi-year phased implementation strategies for the efficient migration from paper to electronic business, medical, financial, and legal records.
- * *Records Compliance, Disposition, and Retention*- Developed process documentation, metrics, and key performance indicators for the defensible disposition of hardcopy and electronic records. He has researched, implemented, and audited information policy frameworks for clients with varying regulatory and operational requirements.
- * *Information Governance training, education, and awareness*- Developed custom training and communication materials- including role descriptions, job aids, executive presentations, interactive manuals, and frequently asked questions – explaining the impact and benefits of effective Information Governance.

Certifications include:

- * Certified Records Manager (CRM)
- * Information Governance Professional (IGP)
- * CompTIA Certified Document Imaging Architect (CDIA+) and Project Manager (Project+); CompTIA Subject Matter Expert – CDIA+
- * Certificate Holder in SharePoint® for Records Management

Dylan has a Bachelor of Arts from Ohio State University and a Master of Science in Business Psychology from Franklin University. He is an active speaker, member of EDRM, CGOC, ARMA, CompTIA, and the Institute of Certified Records Managers; and volunteers for several exam development and mentorship task forces.

Dylan also served on the ARMA Greater Columbus Chapter board of directors from 2009-2011, and was elected Chapter Member of the Year in 2014.

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Statement for Consideration as a Director for ARMA International

I am inspired by the professionals who have mentored and supported me throughout my career to devote my talents serving on the ARMA International Board of Directors. I have been a member since 2008, having progressed my career, education, and professional designations over the last ten years. Currently, I lead a diverse team of consultants with in-house RIM leader backgrounds in the energy, manufacturing, transportation, legal, and technology industries. I believe this experience of managing a firm of veterans is the best representation of my qualifications and potential contributions to the Board. Additionally, my graduate degree in Business Psychology is evidence of the type of innovative, externally-sourced framework necessary to understand and overcome the challenges that face our profession.

Dylan Williams, MSBP, CRM, IGP