**INFORMATION GOVERNANCE**

**Myths and Realities: Business Units and Users**

**Myth #1: It’s just not the same business any more, it’s different.**

**Reality:** The business of government has NOT changed. Regardless of the changes to leadership or technology, the agency’s core mission continues on. Names and programs may change, directors/leadership may cycle through, rules and regulations may change, but the agency itself still carries on their business. People come and go, records remain to provide for the continuity of government.

What has changed is HOW we do business, thanks to technology. Use of technology has had a huge impact on users and business units within an agency, and there is an increased need to do more with fewer resources while still meeting the increased demands of the public and fulfilling the mission of the agency.

**Myth #2: Not my problem!**

**Reality:** Studies show the average information workers (users) spending 25 percent of their time searching for documents and information just to do their job, and what they can’t find they spend time recreating. That equals roughly 2 hours per day, 10 hours per week, 40 hours per month, and 12 weeks per year…and that’s not a problem?

**Myth #3: So now I have to become an expert in records management?**

**Reality:** No, quite the opposite. The goal is for agencies to develop plans, strategies and systems to be put into place so you don’t have to become an expert, you just have to know where to store/park your business records, and how to access the business records you need.

At a purely practical level, all employees need to be able to access and use information as part of their normal business duties. Information governance is all about making it easier for you to do your job, but also to make life easier and less stressful for your colleagues, IT, legal, and the agency records professionals. Process improvements mean increased operational efficiencies, and that’s what LEAN is all about.

**Myth #4: Oh great, so now you’re taking away my personal folders and all the cool technology!**

**Reality:** Information governance enables agencies to develop processes and strategies to capture the records the agency is required to keep, and to better manage the process or retaining and managing business records, data and information. Short-term transitory records will be allowed, but a different

strategy should be developed and file plans and procedures put into place that provide the users effective tools and processes for them to do their job.

Technology is a great tool, absolutely. However, all technology used by the agency and its users (including personal devices) should be evaluated and the impact taken into full consideration. These decisions impact not only the users and the public, but have legal and risk ramifications as well.

**Myth #4: So now you’re going to add to the bazillion other places I need to look for stuff and/or yet another system that we can’t or won’t use?**

**Reality:** Information governance and implementing Enterprise Content Management (ECM) systems streamline, improve, and make your life easier with automation and workflow tools that align with your processes. ECM systems enable records management and a number of other processes to be done “behind the scenes” so you won’t have to.

Yes, there are any number of instances where a “system” is put in and been doomed. Most of the systems are actually pretty good, the problem lies in HOW the agency and management implements it – the fault usually lies from the human aspect and not the software. Any project of this nature has other aspects such as change management and a ton of preparation and collaboration in order for it to be successful.

While you may have to learn some different steps or processes and some shared crankiness among your colleagues may occur, the benefits will outweigh the effort and you will continue to perform your job functions.

Bear in mind whenever there’s an upgrade or you switch your new phone and go from Android to an IPhone there are just some different things that you learn. Sometimes a cool feature you LOVED goes away, and you feel whatever they changed didn’t really make any improvements. But you adapt, and continue to use those tools regardless.

That learning curve can be frustrating, and expecting overnight success and assimilation is unrealistic. Old habits do die hard! However once successful you come to appreciate the features and at some point wonder how you got along without it.

Transition is stressful and at times change is hard to embrace. Implementing the new does require hard work and a ton of planning. But in the long run, these types of improvements pay off and are worth the benefits to both for the user and the agency.