Librarian 4.0: Data management in the digital transformation of information spaces

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Agenda

This workshop will explore the case of an International Insurer's Document/Data Management Program in the context of the transformation of information spaces.

➔ **Our Story**

➔ **Our Breakthroughs, Challenges and Lessons Learned**

➔ **Let's practice!**

The Case of an International Insurer's Data Management Program

➜ **Before 2019**

➜ **Project officially started on summer 2019**

◆ **Document Specialist**

◆ **Resistant to change**

◆ **Goal**

➜ **2020 - Covid pandemic**

The Case of an International Insurer's Data Management Program

The Case of an International Insurer's Data Management Program

➔ The accumulation of documents can increase exponentially if left unchecked (Ramirez DeLeon, 2016).

➔ Because of their intangible nature, digital documents and the comparative ease with which additional storage can be acquired, can leave a less evident footprint than physical ones

The Case of an International Insurer's Data Management Program

➔ Digitization efforts and policies to go paperless are steps towards achieving digital transformation, but they need to be accompanied by strategy and governance

➔ We perceived areas of opportunity in our organization for optimizing standardization, searchability and retrieval, and availability of documents

The Case of an International Insurer's Data Management Program

➡ **Classification into Schemas based on existing folder structure with custom metadata most relevant for each document type**

➡ **Filing into Document Management System (DMS) which allows for a number of benefits when compared with filing into folders**

Implementation Challenges

➔ **People are often reluctant to change their processes**

➔ **Learning new ways of doing things can lead to frustration, especially in the beginning**

➔ **Optimal engagement can prove difficult if there is lack of interest**

➔ **Possible misfiling or incomplete metadata**

➔ **Lack of time for deep discussions on how to best classify documents and disagreement between teams on interpretation and classification**

Results

➔ **Tiered approach, working on a team by team basis, to classify and describe**

➔ **Gradual decrease of document duplication**

➔ **Enhanced availability of relevant documents**

Secure, Compliant, Accessible

➔ **Enhanced security**
Detailed access and editing data

➔ **Rigorous permissions**
Group and Role-based User permissions enhance transparency and accountability

➔ **Optimized searchability**

OCR (Optical Character Recognition) and Standardized Metadata, leading to increased retrieval expediency

Compliant

➔ Ease of **Compliance** with applicable laws and regulations related to data protection and security

➔ **Due Diligence** documentation includes country/jurisdiction metadata which can aid in identification of relevant laws according to client country of origin or place of residence

➔ Close **Collaboration** with Compliance Team allows for swift and efficient identification of relevant records, reducing time spent sifting through information during discovery

The Case of an International Insurer's Data Management Program

→ Because a considerable amount of our organization's internal and external processes rely on existing documentation, its availability, even when working remotely, was **indispensable**.

→ Utility of a document management system in which information is made **available**—observing generally accepted recordkeeping principles of accountability, transparency, integrity, protection, compliance, availability, retention and disposition (ARMA International)

The Case of an International Insurer's Data Management Program

➜ The COVID-19 pandemic provoked a seismic change in the way that we lead our lives, including how we access information.

➜ The lack of information could prove a hindrance in effective **decision-making**.

➜ Being able to share information, unconstrained by limitations of place was a key factor for our organization, in which deadlines and time-sensitive processes are the norm.

Harnessing ICTs to ensure business continuity during COVID-19

➜ **Communication applications: E-mail, Microsoft Teams, VoiP (Voice Over IP)**

➜ **Signing applications: Adobe Sign, DocuSign**

Challenges during the COVID-19 Pandemic

➔ Remote communication and collaboration can sometimes be more cumbersome than in person.

➔ Good interpersonal relationships can be harder to maintain because of unavailability of shared office space or opportunities to socialize.

➔ Security of information assets can become compromised through cyber-attacks, vulnerable or unsecure connections.

Managing Volume

➜ **Information, as data and documents, continues to grow with organizations**

➜ **Data/Document Management team has grown in order to keep the pace with expansion**

➜ **Though staff, including document creators and custodians, have become independent, managing this volume requires sophisticated tools and the reduction of manual processes**
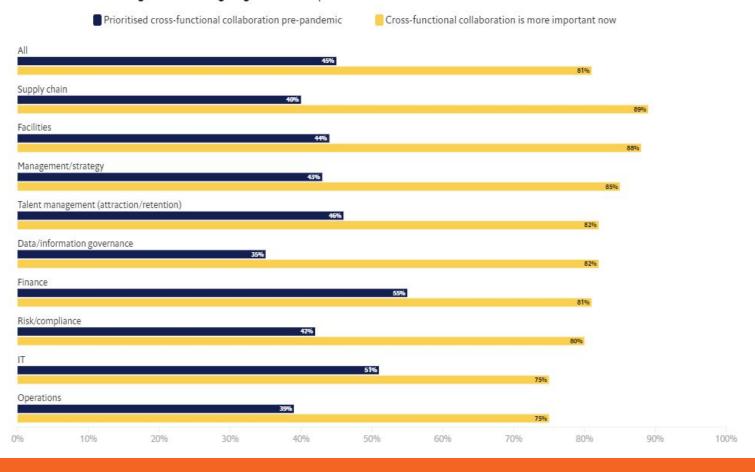
Automation

➔ We have been able to identify documents that are especially well suited for automated classification, reducing the amount of time spent in manual description. As a result, metadata quality has benefitted from the minimization of human error

➔ Efforts are continually being made to extend automation. Though implementation poses challenges and requires time spent fine-tuning the technology, it is a key part of our strategic plan

Emerging trends in Adoption of Resilience measures

➜ A 2022 study by Economist Impact has noted a prioritizing cross-functional collaboration to "driv[e] information sharing and decision-making with the entire organisation in mind."

➜ Information professionals can play a key role in their organizations by promoting the accessibility and availability of valuable information assets
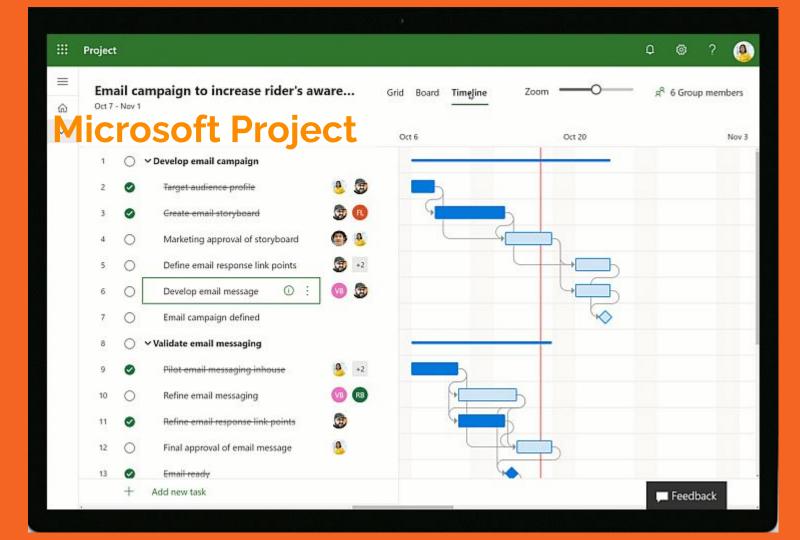
Organisations are giving increased importance to cross-functional collaboration across the board
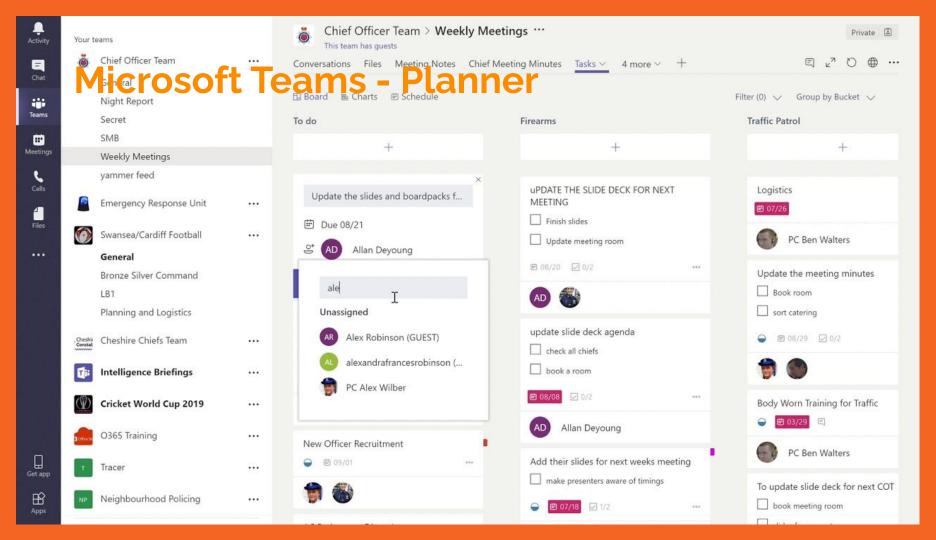
■ Prioritised cross-functional collaboration pre-pandemic ■ Cross-functional collaboration is more important now

All
- 45%
- 81%

Supply chain
- 40%
- 89%

Facilities
- 44%
- 88%

Management/strategy
- 43%
- 85%

Talent management (attraction/retention)
- 46%
- 82%

Data/information governance
- 35%
- 82%

Finance
- 55%
- 81%

Risk/compliance
- 42%
- 80%

IT
- 51%
- 75%

Operations
- 39%
- 75%

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

Project Planning

- ➔ **Starting out**
- ➔ **Planning**
- ➔ **Execution**
- ➔ **Control**
- ➔ **Closing**

Microsoft Project

Microsoft Teams - Planner

Project Plan Template Excel

TASK DESCRIPTION	PLAN START	PLAN END	TYPE	2017	2018
				J F M A M J J A S O N D	J F M A M J J A S O N D
Phase 1 Title	2/15/2017	4/1/2018		◄ You can enter text like this	
Task 1 Description	2/15/2017	8/15/2017	B		
Task 2 Dependent on Task 1	8/15/2017	11/15/2017	P		
Task 3	5/1/2017	10/1/2017	R		
Phase 1 Milestone A	6/1/2017	6/1/2017	X	▲ You can point using text arrows	
Task 4	2/25/2017	7/25/2017	O		
Task 5	7/25/2017	3/25/2018	G		
Phase 1 Milestone B	4/1/2018	4/1/2018	X	This could be a goal ►	
Phase 2 Title					
Task 1	4/1/2017	7/1/2017			
Task 2	7/1/2017	10/1/2017	B		
Task 3	10/1/2017	1/1/2018	Y		
Task 4	1/1/2018	4/1/2018	P		
Task 5	4/1/2018	7/1/2018	G		
Task 6	7/1/2018	10/1/2018	R		

Free Download Project Plan Template in Excel

https://bit.ly/3xew7Sc

What are your goals?

Short-term?

Can you identify immediate and non-negotiable priorities which require attention *now*?

Medium-term?

How do you see your projects during the following months or years? Can you envision its evolution?

Long-term?

What do you ultimately hope to achieve? How will your actions transform your organization?

What are your tools?

How can you leverage your existing resources to help you achieve your most pressing needs?

Identify secondary needs and seek to optimize existing processes. Do your research: are there available ICTs or resources that will help you?

Look towards the future: What emerging technologies and industry developments could further transform your organization?

How will you achieve them?

Seek to communicate the importance and urgency of current needs with management and stakeholders and take measures to address them

Review and revise your policies and procedures to stay current—or, better yet, ahead of the curve. Let your experience lead you

Strive to take an active role in the your organization and its future, and work proactively towards achieving organization-wide resilience

Get involved

➜ **Are you keeping up with the different teams that comprise your organization?**

➜ **Make an effort to know your colleagues and the work that they do**

➜ **Try to promote organization-wide participation**

Driving change...

➜ **What areas of opportunity can you identify in your organization?**

➜ **Who are your potential allies? How can you effectively convince management to make the change?**

...and changing with the changes

➔ Are your organization's priorities the same as when you started or have they shifted? Are you adapting to reflect them?

➔ How has your work impacted your colleagues or users? How satisfied are they?

"Be prepared." Don't just react: act

➜ **Use your knowledge and experience to anticipate issues before they happen, and work towards minimizing disruptions by taking necessary steps**

➜ **Communicate with members of your organization and keep abreast of looming developments**

Be attentive

➜ When talking to members of your organization, do you notice any complaints, concerns or comments that recur?

➜ What do they struggle with? Use your knowledge to provide periodic assistance, guidance and training when needed to further independence and efficiency

"Is it secret? Is it safe?" Know your holdings

➡ **What data do you hold for internal staff or external clients?**

➡ **What security measures does your organization have in place to prevent hackers from accessing, leaking or tampering with your data?**

The information you need, when you need it

Bear in mind:

➜ **User expectations**
Have become more demanding of technology

While minimizing:

➜ **Barrier of entry**
People expect technology to accommodate to them

Thank you!
Gracias!
Merci!
Danki!
Dankjulliewel!

References

Generally Accepted Recordkeeping Principles®. ©2017 ARMA International, www.arma.org

Ramirez DeLeon, Jose Antonio. (2016). Metodología para la organización de sistemas institucionales de archivos. INAI.

Resilience Reimagined (2022).

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