

# Supercharging your Information Management Maturity

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As Information Management professionals we know that an Enterprise Content Management System (ECMS) is only a tool to support overall Information Management and collaboration and will never be the silver bullet for developing Information Management maturity. So, what can really supercharge your information maturity? Here are my four top tips to help you on your way to developing your information maturity within your organisation!

## 1. Good governance through foundation documentation

Many times, I have come into organisations and the foundation governance documentation has been missing, ad hoc or incomplete. Without foundation documents you will be fighting an uphill battle towards maturity hampered by inconsistency, confusion and the inability to articulate your information management vision.

Foundation governance documentation will give you a “*foundation*” and should include:

- Information business intent – Your Vision / Scope for Information Management
- Information architecture model - Your Business Classification System / Taxonomy
- Metadata standards – System and user based with linkage to source metadata
- Information architecture standards - Architecture and Security access models
- Information policies, processes and procedures – Yes just what they are

## 2. Regular and effective communications

Regular communications with all staff. I would recommend a regular, scheduled IM newsletter or blog post to cover upcoming changes in IM or the ECMS, tips and tricks to make staff's life easier or how to add value to the information, advising of upcoming training opportunities and promoting services that the Information Management team can provide. Targeted and engaging communication is an invaluable tool to highlight Information Management across your organisation.

## 3. Effective User enablement and education

This to me is the crux of any information management programme. Without an engaged, enabled and educated workforce, organisational information management maturity will stay stagnant or even worse decay after the initial project has been delivered.

So how can we keep advancing our information workers skills and overall organisation information maturity post the initial project go live?

- *A well-structured and provisioned Information Management hub on your intranet* providing Information and Records Management governance and guidance, how to guides that cover both the digital and physical realms, training course information and availability, as well as services the Information Management team provides.



Pull this information from your foundation documents, policies, processes and procedures.

- *Regular training courses that cover the different areas of Information Management*, including Information Management best practice, physical records and collaboration training. The training should also be targeted at the different levels of IM workers, from induction courses introducing them to IM at your organisation and the tools and how they should be used, to more advanced training including the creation of team collaboration portals or workflows. To fit the needs and availability of your information workers, a mixture of delivery methods should be utilised including one on one, group sessions and online courses.
- *Build user enablement into the ECMS*. When configuring and designing the Information Architecture of your ECMS, think about how you would like to enable your users. Do you want them to be able to create files, share information with external collaborators or create team portals to customize their views of information? How much you enable your users to do things will rely on the maturity level of your organisation, or in some situations, particular teams. But how amazing would it be, if we show information workers that we support and enable them to make informed decisions in the management of the information, which they are the subject matter experts in!

#### 4. Measuring through Metrics

As with any service, you really cannot understand how its working, make changes and improve if you cannot measure and report on your progress. Metrics are a good way to provide you with the data needed to monitor your path to maturity. These metrics can be derived from your ECMS through internal searches or enabled by extracting raw data and presenting it into a business analytics tool such as Power BI.

Here are some metrics that will get you started:

- Number of training course attendees per quarter
- Top 10 information creators
- Bottom 10 information creators
- Overall growth in stored information per month / quarter
- Documents created/disposed in a month
- Physical records disposal and cost savings of disposal
- Number of support requests and request types
- Top 10 search requests in the ECMS
- Growth / reduction of shared drive data