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Deloitte Discovery Information Governance Services
Manage information as an essential asset

Deloitte Discovery's Information Governance (IG) practice helps organizations identify their data, understand how it's used across the organization and deploy strategic approaches to managing, using, and disposing of that information.

The Keys of Information Governance

Data privacy and regulations

- Compliance with country, region, and state-specific regulations
- Regulatory requirements for control over information as well as retention and disposition practices
- Fines for noncompliance with federal and privacy regulations such as GDPR[1] and CCPA[2]

Data management

- Exponential growth in data volumes
- Significant infrastructure and compliance costs
- Complex responses to litigation, regulatory, and audit requests

Data protection

- Risk of lost trust and reputational damage as a result of a data breach
- Significant growth in third-party data sharing
- Growing network, cloud integration, and activity monitoring

Business operations

- Customer expectations of a seamless user experience
- Ability to obtain actionable insights from data
- Need for data to support decision-making

Approach and Focus Areas

We help you determine how your organization captures, classifies, maintains, and uses information. We also help identify your organization's information retention and disposal practices. From there, we work with you to develop sustainable, agile, and scalable processes that can align to changing business and technological requirements.

- **Governance**: Set up information governance organization model, knowledge management and training, processes and procedures, roles and responsibilities, and KPI tracking

- **Policies and records retention schedule**: Assess, update, and implement IG schedules, policies, and related documentation

- **Technology implementation**: Assess information governance technology, including tailored recommendations and implementation

- **Information environment**: Develop taxonomy and systems architecture, metadata, automated retention and disposition, and searching techniques

- **Data remediation**: Assess data minimization, application decommission, and systems capabilities as they relate to regulatory (US Securities and Exchange Commission, Food and Drug Administration, Federal Energy Regulatory Commission) records management requirements, as applicable

Information Governance Framework

Our approach is rooted in our processes and guiding principles, with a focus on how information is captured, classified, maintained and used, and retained and disposed.

Our guiding principle for delivering IG services is to help our clients develop sustainable, agile, and scalable processes that can align to changing business and technological requirements.

Our Global Footprint
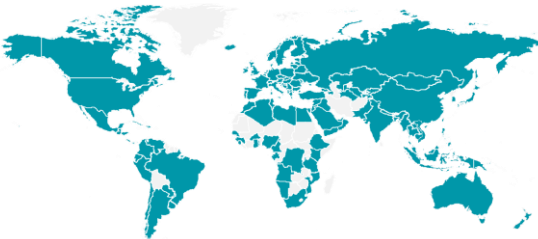
The Deloitte Touche Tohmatsu Limited (DTTL) network of member firms has offices and IG professionals worldwide. We leverage these regional teams' knowledge of local languages, customs, and regulatory requirements to help accelerate and enhance delivery in increasingly globalizing environments.

1. General Data Protection Regulation
2. California Consumer Privacy Act

Potential benefits of Information Governance

Reduced Risk

Reducing the volume of unneeded information lessens the risk of discovering unfavorable content

Knowing where to look for electronically stored information reduces the chances of missing critical information when searching for underlying data

Improved Service

IT, Legal, and the business can focus more on customers and executing business strategy and less time on managing information

Cost Savings

Reducing "digital debris" improves the chances of finding critical information in a timely manner

Reducing the volume of duplicates and non-value-added information directly impacts the cost of storage

More Effective Governance

Information governance can help improve the management of information for the entire organization

Select Qualifications

Multi-national Biotechnology Company - Records and Information Management

Overview: The objective of this project was to assist the client to plan the implementation of IG in the enterprise by developing a roadmap, records inventory, and retention policy.

The records inventory and retention policy were based on the understanding of the documents used by the client, with the addition of the other specific elements such as leading practices.

Approach: Our approach leveraged analytics and predictive coding to narrow the population of documents which informed the client in making decisions regarding IG roadmap.

Based on the understanding of the client's technology, Deloitte provided a roadmap of prioritized recommendations for implementing records management.

Outcome: We were able to apply data analytics to expedite the identification, classification, and decision making and involve stakeholders from IT, Records/Retention, Legal, and the Business Units (BU) into the data analytics process to provide insight into the data.

Additionally, we also assisted client in technology solution recommendations using industry specific specialists to help reduce time and costs.

Global Specialty Insurer - Information Governance Assessment and Data Disposition Analysis

Overview: The client sought to assess the current state of IG and data management across the organization and perform a quantitative analysis of unstructured electronic data and physical records to identify candidates for disposition based on Redundant, Outdated, or Trivial (ROT) characteristics or data that lack business value.

Approach: Deloitte assisted the client by assessing existing capabilities through analysis of existing documentation and interviews with stakeholders (representing Legal, Risk, IT, business); conducting a vision workshop to document desired future state; and utilizing an advanced analytics metadata scoring methodology to analyze in-scope repositories and paper indices to estimate the volume and value of ROT information that could be defensibly disposed.

Outcome: The work resulted in a visual representation of ROT candidates (roughly 10% of data volume) and a Disposition Report based on the metadata analysis for in-scope repositories.

The report identified immediate opportunities and prioritized recommendations. A foundational roadmap was developed to address the observations and gaps identified in the current state assessment.

Information Governance Lifecycle
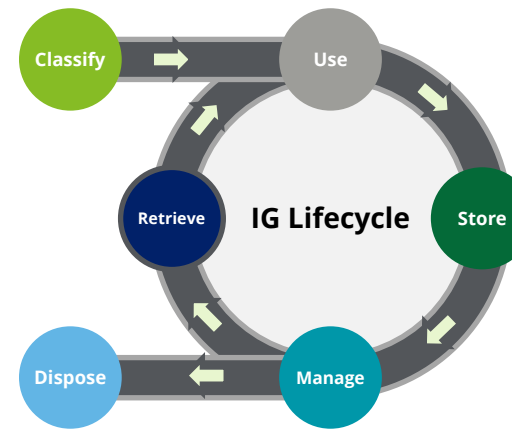
Classify
- Classify content according to enterprise taxonomy
- Capture standard metadata
- Understand the information's business value

Store
- Give a proper home to each item
- Know the system of record for all information assets
- Align physical storage with business value

Manage
- Determine security and access by business value and other factors
- Use value-based archiving for end-of-life information
- Manage proactive retention and legal hold controls

Dispose
- Quickly delete information, duplicates, and convenience copies that have business value
- Dispose of information and records at the end of the retention period

Information Governance Lifecycle

Assess Current State & Gaps → Define Governance Strategy → Craft Multi-Year Roadmap → Roll Out Governance Program → Implement & Deploy Enablers

- Understand the current tools and governance. Document and highlight gaps
- Develop go-forward information governance strategy and roadmap with assistance from IT, Legal, Privacy, Risk, and lines of business
- Develop cross-functional target operating model, processes, procedures, and measures
- Implement information governance, archiving, and eDiscovery capabilities
- Carry out change management and training. Roll out information governance program and supporting enablers

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