

# 8 Things You Need to Know about Balancing Records Management and Information Governance

**1**

The top obstacles to undertaking new governance projects all relate to senior executive buy-in and support:

- 22%** too many other high priorities,
- 17%** too much potential for change management problems,
- 15%** lack of executive leadership.



**6**

**76%**

For three out of every four organizations (**76%**), change management is a challenge when it comes to planning governance initiatives.




**2**

**53%** Overall, **53%** of organizations see records management professionals as “indispensable” or “important” to the task of managing the retention of critical business information...

**59%** ...the number rises to **59%** among Experienced Users.



**7**

The biggest frustrations surrounding governance automation are familiar ones:

- 15%** IT doesn’t understand the business,
- 14%** business doesn’t understand IT,
- 14%** and poor requirements definition.



**3**

**28%**

of Experienced Users say that “When it comes to decisions about business records, IT is the MOST important decision-maker.”




**8**

**27%** Coming in at a combined **27%** are two issues that imply a deeper challenge related to the differences between data governance and information governance:

- 10%** poor understanding by others of content issues,
- 17%** poor understanding by others of records and governance issues.



**4**

**47%**

Among Experienced Users, **47%** say that “the process to dispose of ROT is an automated, accepted, and regular organizational discipline” (only **28%** among Potential Users).



**Conclusion**

The only way to avoid being swamped by the tide of information chaos is to automate as much of the information management process as possible.

Among Experienced Users:

- 53%** “We have an organization-wide strategy for metadata.”
- 52%** “We have automated processes to identify and protect PII.”
- 51%** “We have automated processes for how shared workspaces are created and who can do so.”
- 49%** “We have automated methods to translate compliance requirements into operational processes.”



**5**

**43%**

of Experienced Users say they have automated how they “validate disposal or retention actions, track user behavior, and identify potential violations” (only **27%** among Potential Users).


