

Information Matters™

Managing Retention and Disposition

Quantify the value of your document management investment & apply best practices to develop a robust information management framework

Public and in-house presentations

Two day training course, workshop and knowledge exchange

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About your course facilitator



Alison North has been an international information professional for 40 years, managing her own consultancy company since 1986.

Over her career Alison has guided many different organisations in the development and implementation of low risk and defensible information management programmes. Her approach is practical and to the point delivering clarity, compliance and consistency from boardroom to basement.

Alison is author of *Managing Records Retention and Disposal* (2009 UK Edition and 2011 US Edition). She was honoured by the Information and Records Management Society in 2010 with a Lifetime Achievement Award. She is ARMA's International Director and heads up their task force on the Principles. She has recently been called upon by the California Public Utilities Commission to act as an expert witness in the field of records management in the investigation into the San Bruno Pipeline Rupture and Fire Incident that cost 8 people their lives in September 2010.

You can learn more about Alison at <http://uk.linkedin.com/in/alisonnorth/> or follow her on twitter @alison8north.

Programme schedule

The public version of this course is normally run over a 2 day period, but can be extended for in-house purposes to accommodate specific local requirements, additional modules and facilitated workshops.

To register your attendance please contact Paul Duller:
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Capitalise on our expert knowledge to understand key issues:

OVERSEE the issues and challenges faced by data and document managers in the oil and gas sector when considering the retention and disposition of information

RECOGNISE the key components of an excellent retention schedule and disposition programme

DISCUSS conflicts between laws, regulations and business needs

IDENTIFY different types of risks and pitfalls that can impact the development of an effective retention and disposition programme

UNDERSTAND different types of retention programmes and receive guidance to help achieve the legal, regulatory and business requirements for retaining and disposing of information

HOW to build the business case for implementing a retention and disposition programme

ACQUIRE practical knowledge and techniques to form the basis of your own retention and disposition programme

Who should attend

This workshop is designed for staff who manage or are involved with any aspect of records retention and disposition included in-house counsel; privacy officers; records and information managers; information security and protection managers; litigation and discovery staff; compliance officers; internal auditors.

It has been specifically designed to support activities across all types and sizes of organisations and can be individually tailored to the needs of a specific organisation.

Workshop overview

Retention and disposition of the information that we create, maintain, receive and use over time is necessary to deliver benefits to the organisation who 'own' the information; comply with the binding authorities that govern the organisation; and, reduce the risks of the organisation be they, health and safety or financial; legal or social; environmental or reputational. The challenge is managing the disposition of the information in a defensible way and retaining only that which we truly believe is needed to support our business. This workshop takes a 'deep-dive' into all aspects of developing, managing and maintaining a retention and disposition programme.

We all can take different paths to achieve the same objectives. Each one of us can complete the same tasks slightly differently every day. The workshop leader understands the human differences and brings many years' experience of implementing retention and disposition programmes in different organisations with varying cultures and very different ways of working.

Why should you attend

Because every organisation risks penalties and consequences if it does not show that it complies with laws and regulations governing the retention and disposition of their information and records.

This workshop will provide you with a framework to measure your retention and disposition requirements linked to your organisation's business objectives alongside methods to implement the correct retention programme. It will give you a better understanding of the different types of retention programme and provide guidance to achieve the legal, regulatory and business requirements for retaining and disposing of information. Delegates will be introduced to a series of implementation steps that will lead to a successful outcome. The programme includes a look at laws and regulations containing retention rules; the conflict between them and the ambiguity in them; and provides advice on how to comply with them. At the end of this workshop you will leave with knowledge and understanding on how to develop and deliver a successful retention and disposition programme.

Testimonials

I would highly recommend this class.

I would attend another class led by Alison North.

I enjoyed the flexible approach to the day.

Excellent information and examples provided.

A very detailed and thorough day about how to successfully develop and deliver a retention project

Alison developed a good understanding delving into our own particular issues face.

Class was really interactive in discussion with lots of collaboration.

I thought Alison's style enabled delegates to engage fully and contribute to the overall discussions/ share knowledge.

Alison is very knowledgeable and shared her experiences. Very useful and will enable me to review our policy. Great that she provided alternative solutions.

Excellent content and delivery.

Good day, paced correctly, good networking opportunity and gained a lot from the masterclass.

Programme schedule

Part one

Aims and Objectives

- Who are you?
- Why are you here?
- What do you know about records retention and disposition?
- Issues and challenges

Governance and Information

This section explains information retention and disposition in the context of an information governance framework.

- What is governance?
- Where does information sit in relation to corporate governance?
- What has retention and disposition got to do with governance?

Accountability

Policies, process and people. Where does the retention and disposal responsibility lie within your organisation? This section explains how to:

- Write policy
- Embed retention needs within processes
- Help people to understand their responsibilities

Transparency, Integrity, Availability and Protection

This section takes a 'deep dive' into topics that are part of the retention and disposition programme:

- How do transparency and protection work together?
- What is Information with integrity?
- How do we deliver traceable verifiable and complete information?

Compliance, Regulations, Standards and Business Requirements

This section delivers an overview of:

- Legislative research, local and worldwide
- Conflict between laws, regulations and business needs
- Principles and standards
- How to decide on the retention period to use

Part two

The Business Case

Building on the learning from Part 1, this section introduces the business case by examining its purpose and explaining how it can be developed to support the argument for implementing a retention and disposition programme.

- What is the purpose of the business case?
- What does it include?
- Who is involved in writing the business case?
- What are the objectives for developing a retention and disposition programme?

The 3, 5, 10 Strategy

The Road to Implementation

3 risks – 5 pitfalls – 10 steps to implementation

This section introduces the 3, 5, 10 strategy to help you to decide on the best method to achieve your objectives for the programme and to realise business benefits.

Controls, Clarity, Consistency and Longevity

This section discusses the areas that need to be reviewed during the lifetime of the retention and disposition programme. It builds on the maintenance, audit and refresh steps in the implementation plan and discusses the subjects that are important to understand when a retention programme has to last well into the future and perhaps beyond the life of the business itself.

Review - what have we learnt?

This final section reviews the lessons learnt throughout the 2 parts and asks what each participant will take away and deliver to their respective organisations.

Hands-On Exercises based on Case Studies and practices will be included in Parts 1 and 2