

# Move with the times: Changing roles in a data-driven world

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# It's all about AI readiness and execution



*Bain: AI is no longer a novelty, it's a necessity.*

# Leaders respond



Building datasets to power AI is the **information management goal** that will have the **biggest impact** on achieving strategic objectives over the next 12 months



Most organizations have gaps in their **AI readiness** seeing only occasional benefits from their strategies, but they **lack consistency**



[FT Longitude Research](#)

Major gap in execution: talent

# Data integrity is essential



## Chain of custody

Documenting the data supply chain from creation through disposition



## Data hygiene

Metadata enrichment, ensuring authenticity



## Data minimization

Continual clean up of redundant, obsolete, and trivial/transitory records and data



## Data de-identification

Removal of all PII, PHI, and other private and sensitive information from data and data sources for uses other than originally intended



## Data destruction

When retention requirements are met

# Compliance across the AI regulatory landscape

- US state AI regulations
- Self-regulatory frameworks
- Organization for European Economic Co-Operation (OECD) Trustworthy AI Principles
- EU AI Act
- EU AI Continent Action Plan (building a regional large-scale AI computing infrastructure)



# AI risk and governance

## Emerging best practices

- Strategy
- Risk management
  - Policies & standards
  - Risk oversight
  - **Information management**
  - Incident response
- Accountability

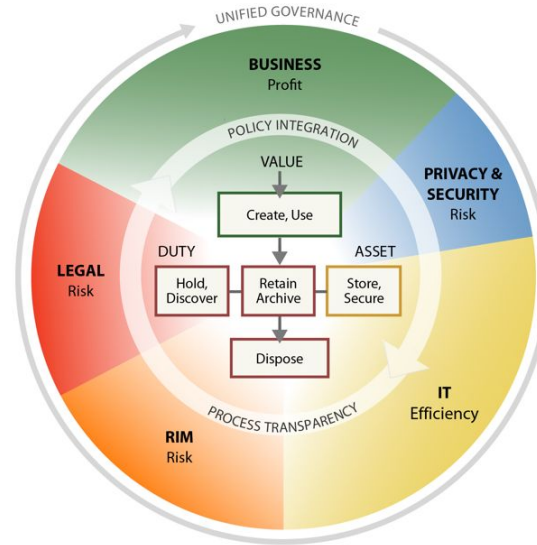


# Information Governance

*Framework for managing the complexities of AI*

## Information Governance Reference Model (IGRM)

Linking duty + value to information asset = efficient, effective management



Fast-moving implementation of AI requires new skill sets and talent types within the IG wheel

**Duty:** Legal obligation for specific information

**Value:** Utility or business purpose of specific information

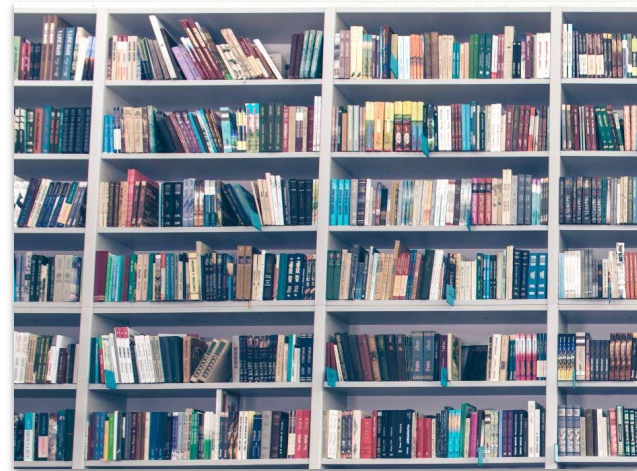
**Asset:** Specific container of information

# IG vs DG: An analogy



## **IG: Overall management of information**

Mission, staff, budget of entire library,  
including ensuring privacy and security



## **DG: Organization of the data**

Correctly identify, catalog, and store data to  
be searchable, accessible, and usable

# New and existing roles and responsibilities





# Managing records and data to solve challenges and achieve results

Skill	Data integrity	Data compliance	Data retention/disposition
	<ul style="list-style-type: none"><li>• Certify accuracy and authenticity</li><li>• Map sources of data (data supply chain)</li><li>• Document data lifecycle</li><li>• Collaborate with data modelers, analysts, etc.</li><li>• Promote ROT clean-up</li></ul>	<ul style="list-style-type: none"><li>• Ensure rules and regs are updated in policies, including retention schedule</li><li>• Support de-identification and anonymization of private and sensitive data</li></ul>	<ul style="list-style-type: none"><li>• Update retention schedules to include rules for data</li><li>• Align with BUs, app owners, and IT to ensure secure disposition/destruction</li><li>• Participate in app selection/sunseting</li></ul>
Skill	Business process management	Project management	Technical skill
	<ul style="list-style-type: none"><li>• Explore how AI could improve the RIM/IG processes, i.e. agents to apply rules, determine ROT, etc.</li><li>• Understanding and implementing emerging functionality in O365, Google Workspace, etc.</li><li>• Translate RIM/IG requirements for IT teams</li></ul>	<ul style="list-style-type: none"><li>• Emphasis on moving from a paper-based discipline to digital</li><li>• Digitization of paper for use in AI, monetization, cultural heritage, etc.</li><li>• Training and awareness</li></ul>	<ul style="list-style-type: none"><li>• Understanding the power (risk and reward) of AI apps - use them when allowed</li><li>• Participation in AI pilots</li></ul>



# Transformational soft skills to solve challenges and achieve results

Skill	Critical thinking	Collaboration	Change management
	<ul style="list-style-type: none"><li>• Ability to solve complex issues</li><li>• Identify potential risks</li><li>• Ensure decisions are made based on accurate and timely information</li></ul>	<ul style="list-style-type: none"><li>• Critical in a complex web of information creators, users, regulators, auditors, etc.</li><li>• Identify needs and expectations of stakeholders</li><li>• Stay connected with peers through associations, conferences, and other communities</li></ul>	<ul style="list-style-type: none"><li>• Navigate and manage transition processes</li><li>• Communicate change to stakeholders</li><li>• Foster an environment that supports the evolution of IG in line with technological advances and best practices</li></ul>
Skill	Adaptability	Learning agility	Leadership
	<ul style="list-style-type: none"><li>• Swift integration of new technologies</li><li>• Resilience in change of direction based on geopolitics, economy, etc.</li><li>• Transform potential disruption into areas of advancement</li></ul>	<ul style="list-style-type: none"><li>• Stay up to date on new and emerging trends, technology, ways of working, etc.</li><li>• Take the initiative to drive continuous professional and personal development</li></ul>	<ul style="list-style-type: none"><li>• Manage expectations and demands</li><li>• Create a vision for managing the complexities of a digital first organization</li></ul>

# Steps towards change

Review your job description and update it to include data-related activities

Keep an eye out for new titles that better describe what you do, or what you want to do

Continue your professional development with a focus on digital, AI in particular

Explore ways for AI to support your role (writing policy, monitoring compliance, identifying new or changing rules and regs, etc.)

**Continue to learn from each other**





# Education Series

## Receive IGP, CIP, & CRM CEUs

### Watch on demand

- Navigating the regulatory landscape for the year ahead

### Upcoming topics

- **APRIL 24** | From creation to disposition: Managing data through its lifecycle
- June | Changing attitudes toward defensible disposition
- August | Get AI-ready: Developing a new data mindset
- October | Evolving the Information Governance role: Adapting to the digital age
- December | Quantum ready: Future-proofing your information governance strategy

Register for upcoming webinars and watch past recordings



**Thank you!**

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