Control SharePoint:
Rule Your Information Domain
With Governance

Produced by AIIM Training

By Bob Larrivee, Director/Industry Advisor, AIIM

aiim ®

The Global Community of
Information Professionals

aiim.org | 301.587.8202

Checklist for SharePoint for ECM: Ruling Over the Information Domain

You have implemented SharePoint in an effort to move from the growing digital landfill your organization has created to a more structured environment where information is not only stored but can also be found. You worked with IT and the project team to move forward, got people trained on the technology, and turned it on. A short time later, you discover that there are still issues:

- Employees are referring to it as the digital dumpster; and STILL can't find the information they need.
- Team sites are sprouting like mushrooms after rain; and many of them go unused

What you are experiencing is normal. To gain control over your information domain in SharePoint, as with any other IM technology, you need governance.

Lack of Governance

A lack of governance can be seen in a variety of ways. Do you know what to look for? Here are a few things that will help you identify if and where your organization may be challenged with governance issues related to SharePoint.

- Sites are created at-will and without guidance or an approval process
- Every site looks different and there is a desire to create a stronger internal brand for the organization
- Corporate policies, specifically retention policies, are either inconsistently applied or lacking altogether
- Tools like SharePoint Designer are used without guidance or oversight
- The litigation or legal hold process is inconsistent or cumbersome
- Record managers are unable to consistently apply retention to electronic records

Remember that these are simply things to look for and use as indicators that there may be a governance issue. There is no magic formula or (ironically) single checklist that will work for every company, every time to determine if you truly are in need of additional governance and what that element of governance will be. What I can tell you is that if you thought, "That applies to my organization," when reading the points above then it's likely that you need additional governance. This is also an area where your legal counsel, risk management team, and compliance officers can aid in identifying areas of concern and governance requirements that you can reference. Second, governance alone may not be sufficient by itself to address the particular shortcoming. Along with technology you will use as a tool, there is also employees training, and periodic monitoring to ensure your governance policies are being adhered to.

Share This

Governance Defined

Governance, as it relates to information management, addresses how information is created and managed in the enterprise. This may also include specific areas like formats, storage locations, device use, procedural guidelines, and a host of other elements that meet the needs of your organization. For many organizations, this discussion leads to the development and deployment of a governance program that includes the official policies, goals, authorities, decisions, and a program definition. While there are some common areas where generalizations are appropriate, with SharePoint there are other considerations you may want to address as well. Your SharePoint governance plan should address:

- Classification, content type, and metadata management to ensure appropriate organization of information
- Site provisioning and content type deployment to ensure decisions are consistent across the organization
- Records retention assignment and disposition to ensure that enterprise records management objectives are met
- Specific SharePoint 2010 environmental considerations
- Configuration of security to ensure overall adherence to policy and goals
- Procedural elements addressing the creation, management, and termination of team sites

Types of Governance in SharePoint

Think of SharePoint as a toolbox designed to help you build your infrastructure and think of governance as part of the framework you need to succeed. When you are addressing the governance aspect of your infrastructure, the framework should include, but not be limited to the following:

- Content governance: Metadata, content level permissions, templates
- Classification governance: Content types, taxonomies, terms
- Functionality governance: Features, site creation, look-and-feel
- Development governance: Visual studio, web parts, applications
- Security governance: Authority, authentication, malware protection
- Retention governance: Information management policies, records centers, managed metadata service
- Collaboration governance: Team site creation, team site management, team site termination

Share This

Governance Scope

SharePoint installations are comprised of the farm, the site collection, and the site. Each of these logical structures has the ability to configure various elements to support your governance objectives, including cross-farm or shared services which are global in scope. Here is a list of considerations regarding governance scope within SharePoint.

- Cross Farm
- Farm
    - Features and services
- Site Collection
    - Function-specific control
    - Classification and metadata
- Site
    - Administration
    - Libraries, lists, and content

Setting Standards

While there are industry standards related to information and records management like Dublin Core, ISO 15481, MoReq 2010, and DoD 5015.2; you should also consider developing internal site standards reflecting your organizational needs and establishing a level of consistency across the enterprise. These site standards would be distributed as templates including, but not limited to, the following characteristics:

- Meet governance requirements
- Propagated across the enterprise
- Configured in SharePoint Designer or from site collection
- Applied to site collection in central admin and include:
    - Pages, features and functionality
    - Content types, lists
    - Implemented through solution/feature components to provide general functionality for document and information collaboration

Share This

Conclusion

Governance is often a sidebar discussion in any SharePoint implementations, unintentionally. Most times the technology is the focal point but the technology alone will not allow you to rule over your information domain properly. Governance is one of the key elements to success in information management. In order for you to have order, there must be rules. For every rule, there must be procedures on how to abide by the rules. Those impacted by the rules, must be trained in the rule and the procedure to ensure it is all understood and done properly. Most organizations have some form of information governance in place, the question is how well is applies and can be applied to your SharePoint environment.

Take action today. Gather your requirements, develop a strategy, and implement your plan. Take time to periodically assess whether your goals are in reach or adjustment is required. Look at how well your environment is working and seek ways to enhance it even more. This should be embedded as part of your corporate culture to ensure that processes are as effective as possible by seeking constant improvement. The choice is yours.

Share This

About AIIM's SharePoint for ECM Training Program

A successful implementation of SharePoint for Enterprise Content Management (ECM) requires a strategy and structure for how to share and manage information. The SharePoint Training Program covers global best practices for implementing SharePoint and complementary solutions. Get the real story about what's possible with SharePoint, and learn about solutions that complement SharePoint.

What are you waiting for? Get started with AIIM training to learn how to maximize your investment in SharePoint for ECM.

World-Class Professional Development and Training

The course is designed for anyone who is involved in the assessment and implementation of SharePoint ECM initiatives. Practitioner, Specialist, and Master designations can be achieved.

Education Around the Clock . . . Or In Person

Learn at your own pace and at your own convenience by taking the courses online. Available 24/7; learn as you have time. Classroom instruction—both public courses and private courses delivered to you—is also available.

Ready?

Master SharePoint for ECM.
Start Today.

Want us to contact you? Email us at Training@aiim.org

Control SharePoint: Rule Your Information Domain With Governance

Share This

About AIIM

AIIM (www.aiim.org) has been an advocate and supporter of information professionals for nearly 70 years. The association's mission is to ensure that information professionals understand the current and future challenges of managing information assets in an era of social, mobile, cloud, and big data. Founded in 1943, AIIM builds on a strong heritage of research and member service. Today, AIIM is a global, non-profit organization that provides independent research, education, and certification programs to information professionals. AIIM represents the entire information management community, with programs and content for practitioners, technology suppliers, integrators, and consultants.

About the Author

Bob Larrivee joined AIIM in 2007 as an Industry Advisor and Director of the Training Center where he works to identify, develop, and deliver specialized training in best practices, technology, and methodologies. Bob is an internationally recognized thought leader with over thirty years of experience in document imaging, content management, records management, and the application of advanced technologies and process improvement. He has also received the Cenadem - Brazil ECM Pioneer Award.

Bob is an AIIM Certified Information Professional (CIP), has earned AIIM designations in ECM, ERM, BPM, EMM, E2.0, SharePoint, Capture, IOA, is a CompTIA — Certified Document Imaging Architech+ (CDIA+), and a State of Florida Certified Instructor. Bob is a published poet, photographer, and musician. Prior to joining AIIM, Bob held positions within the vendor community, as a consultant, and as a reseller. He entered the emerging technologies industry with Wang Laboratories where he focused on imaging, workflow, digital annotation, and voice recognition systems.

aiim ®
The Global Community of
Information Professionals

AIIM
1100 Wayne Avenue, Suite 1100
Silver Spring, MD 20910
301.587.8202
www.aiim.org
© 2013 AIIM - The Global Community of Information Professionals

Share This