



IG INDUSTRY SURVEY

August 2017 I Report

Information Governance ANZ is pleased to present the results of our industry survey, which was conducted over a 12 month period from July 2016 to July 2017.

The survey was distributed to our members, promoted in InfoGovANZ communications and on the website. The survey focused on information governance (IG) as a concept, profession and market and what the community considers part of the IG market.

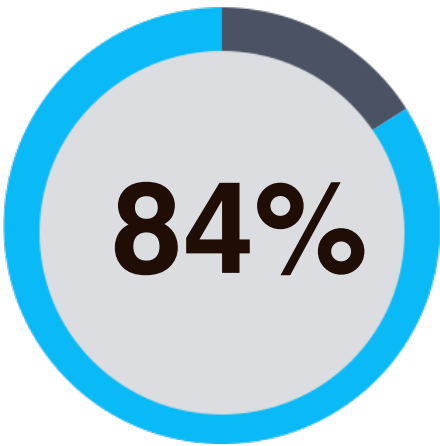
This report details the responses to this industry survey with a focus on identified market trends, including:

- 98% of respondents said that defining and implementing an IG framework for their organisation was important.
- 81% said risk reduction is the main factor used by their organisation to quantify IG benefits.
- 81% said that lack of understanding or awareness of the value of IG was the biggest obstacle their organisation faced when implementing IG.



SURVEY RESPONDENT INSIGHTS

ATTITUDE TOWARDS IG CONCEPTS AND DEFINITIONS



84% of respondents agreed with the Information Governance Initiative (IGI)'s definition of Information Governance as:

The activities and technologies that organisations employ to maximise the value of information while minimising associated risks and costs.



74%

Viewed Information Governance as an umbrella concept that describes all information management activities.

ACTIVITIES ENCOMPASSING IG

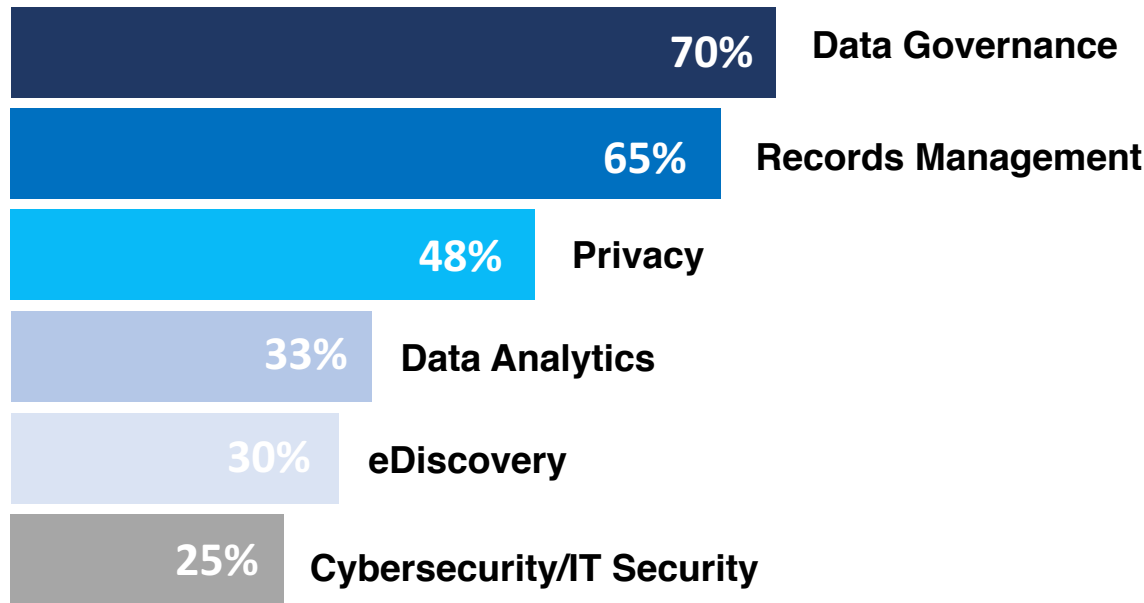
The top 10 categories of all the activities respondents believed were under IG were:

Data Governance (95%)	Records & Information Management (92%)	Information Security (82%)	Data Storage & Archiving (82%)	Privacy (78%)
Compliance (78%)	Master Data Management (77%)	Risk Management (75%)	eDiscovery (73%)	Digital Curation (71%)

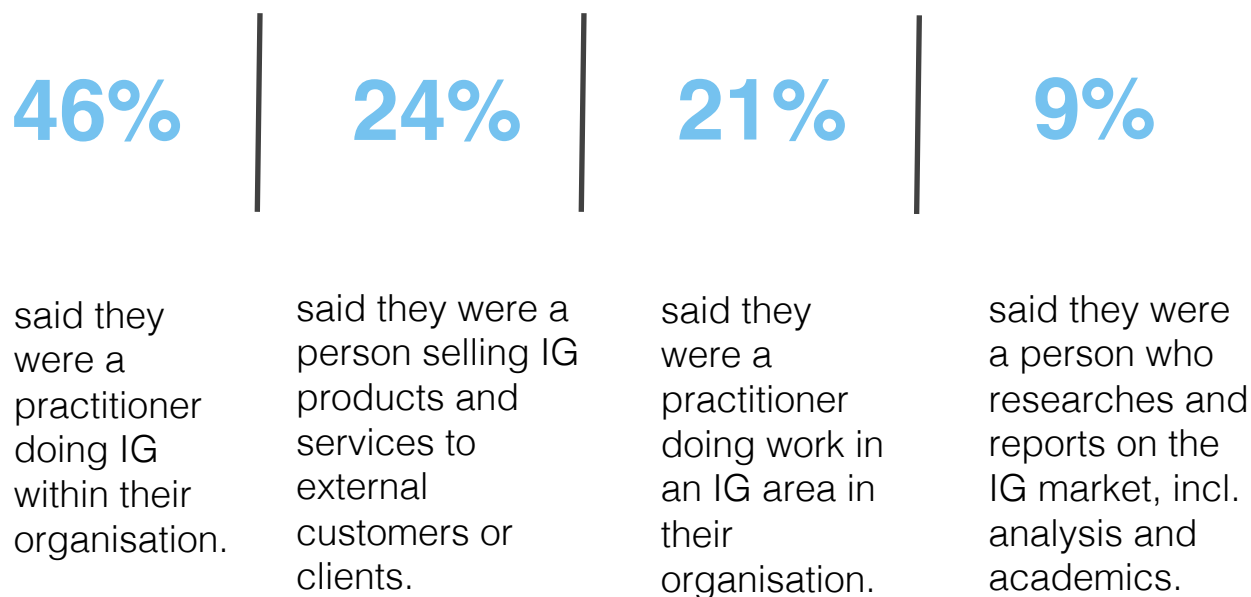
SURVEY RESPONDENT INSIGHTS

AREAS OF ENGAGEMENT

Respondents nominated one or more areas they engage in.

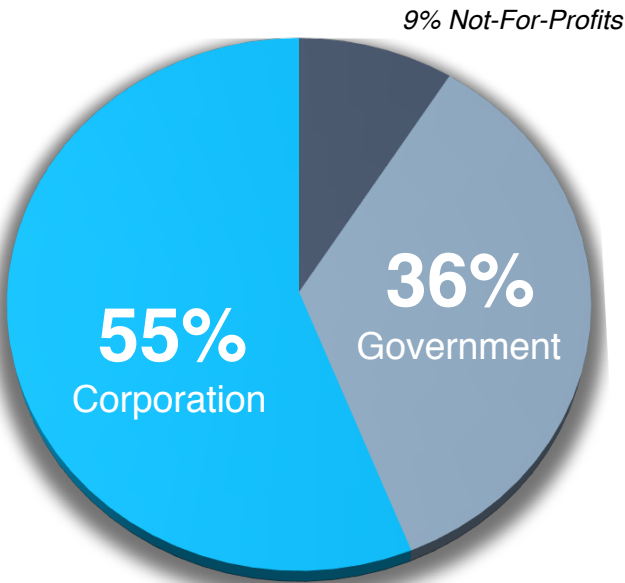


RESPONDENTS' ROLE WITHIN THEIR ORGANISATION



SURVEY RESPONDENT INSIGHTS

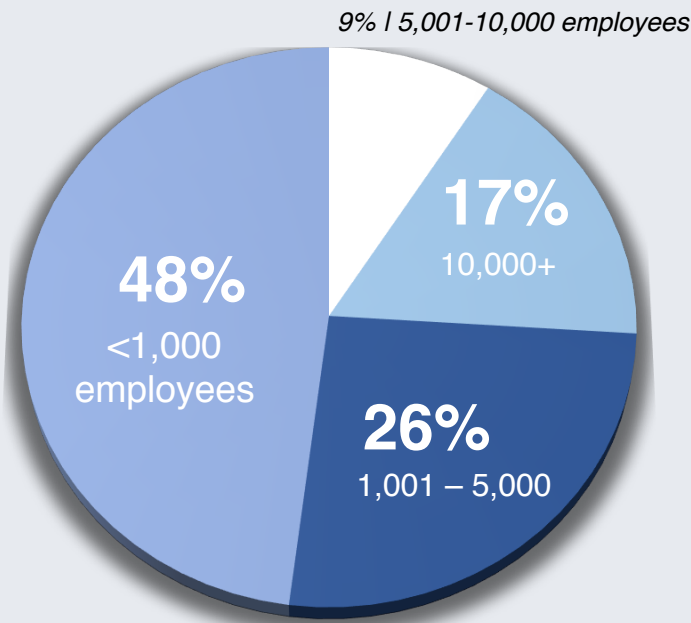
ORGANISATION TYPES – WHERE RESPONDENTS WORKED



The majority (55%) of respondents said they worked for a corporation, with 36% working for the government and 9% for not-for-profits.

ORGANISATION SIZE – NUMBER OF TOTAL EMPLOYEES

Almost half of all respondents (48%) worked in organisations with 1,000 employees or less. A total of 26% worked in organisations with 1,001 to 5,000 employees, 9% in organisations with 5,001 to 10,000 employees, and 17% in organisations with 10,000+ employees.



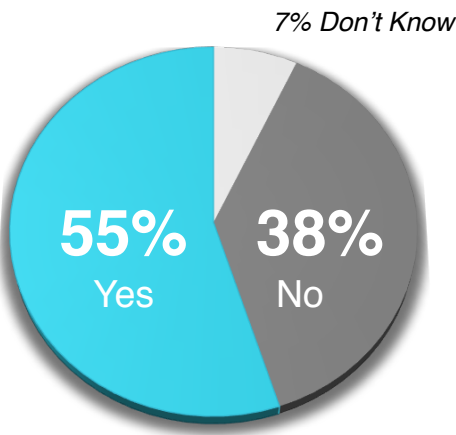
90%

of survey respondents were Australians and 10% were New Zealanders.



IG FRAMEWORKS & PROCEDURES

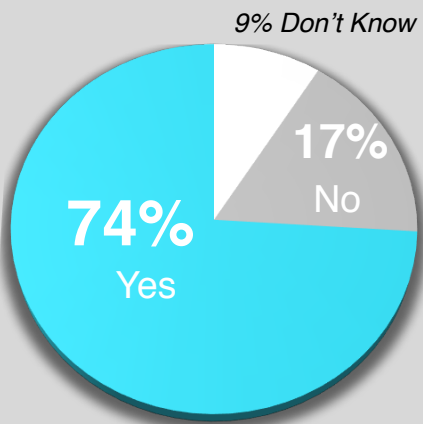
EXISTENCE OF FORMAL IG FRAMEWORKS



55% of respondents said their organisation governs IG with a formal framework with policies and procedures.

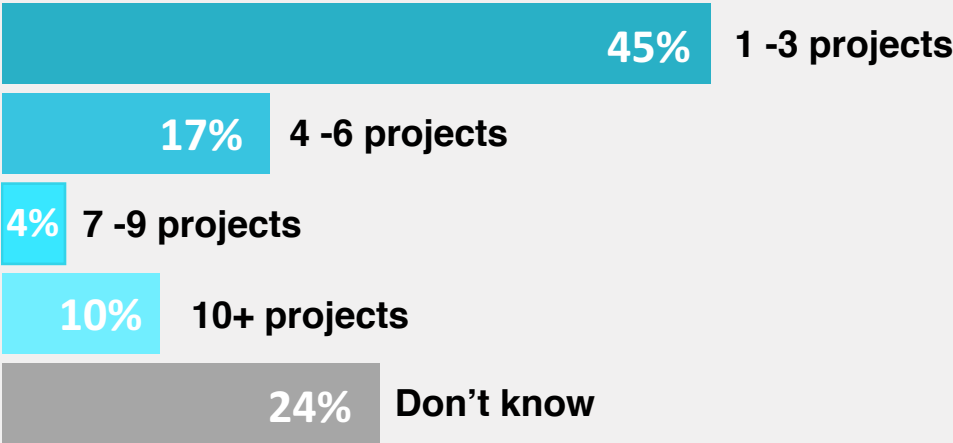
CURRENT IG PROJECTS

A vast majority of respondents (74%) said their organisation had an IG project planned or underway, with only 17% saying that wasn't the case. The remaining 9% of respondents didn't know.



NUMBER OF IG PROJECTS UNDERWAY

Respondents indicated the number of IG projects currently underway in their organisation.



IG FRAMEWORKS & PROCEDURES

IMPORTANCE OF IG FRAMEWORKS



98% of respondents said that **defining and implementing an IG framework for their organisation was important**. Should they have the budget and authority to do so, half of all respondents said they would do so as a priority.

IG PROJECT TIMEFRAMES

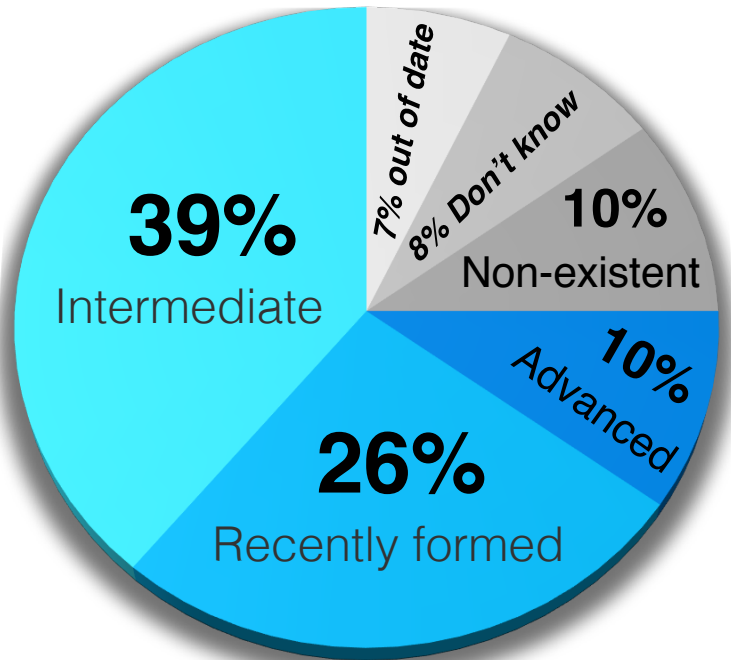
Respondents were asked how long they thought it would take for their organisation to get a typical IG project started (in months).



More than a quarter of respondents thought it would take 6 months for their organisation to get a typical IG project started, with 23% believing that such a process would typically take less than 3 months.

IG FRAMEWORKS & PROCEDURES

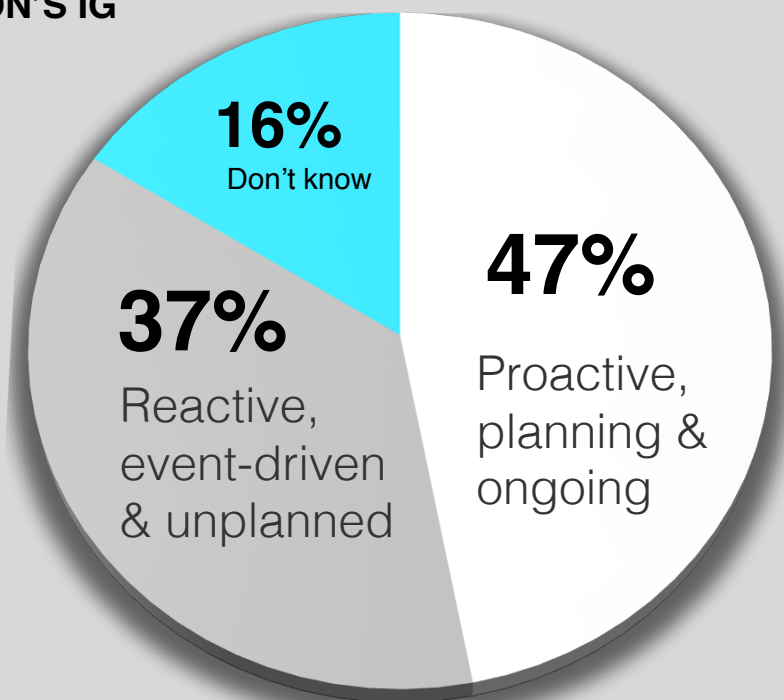
MATURITY OF IG PROGRAMS



When asked to describe the maturity of their organisation's IG policies and procedures, **the majority of respondents (39%) replied Intermediate (established, but still developing)**, with 26% of respondents saying theirs were recently formed or developed.

NATURE OF ORGANISATION'S IG PROGRAMS

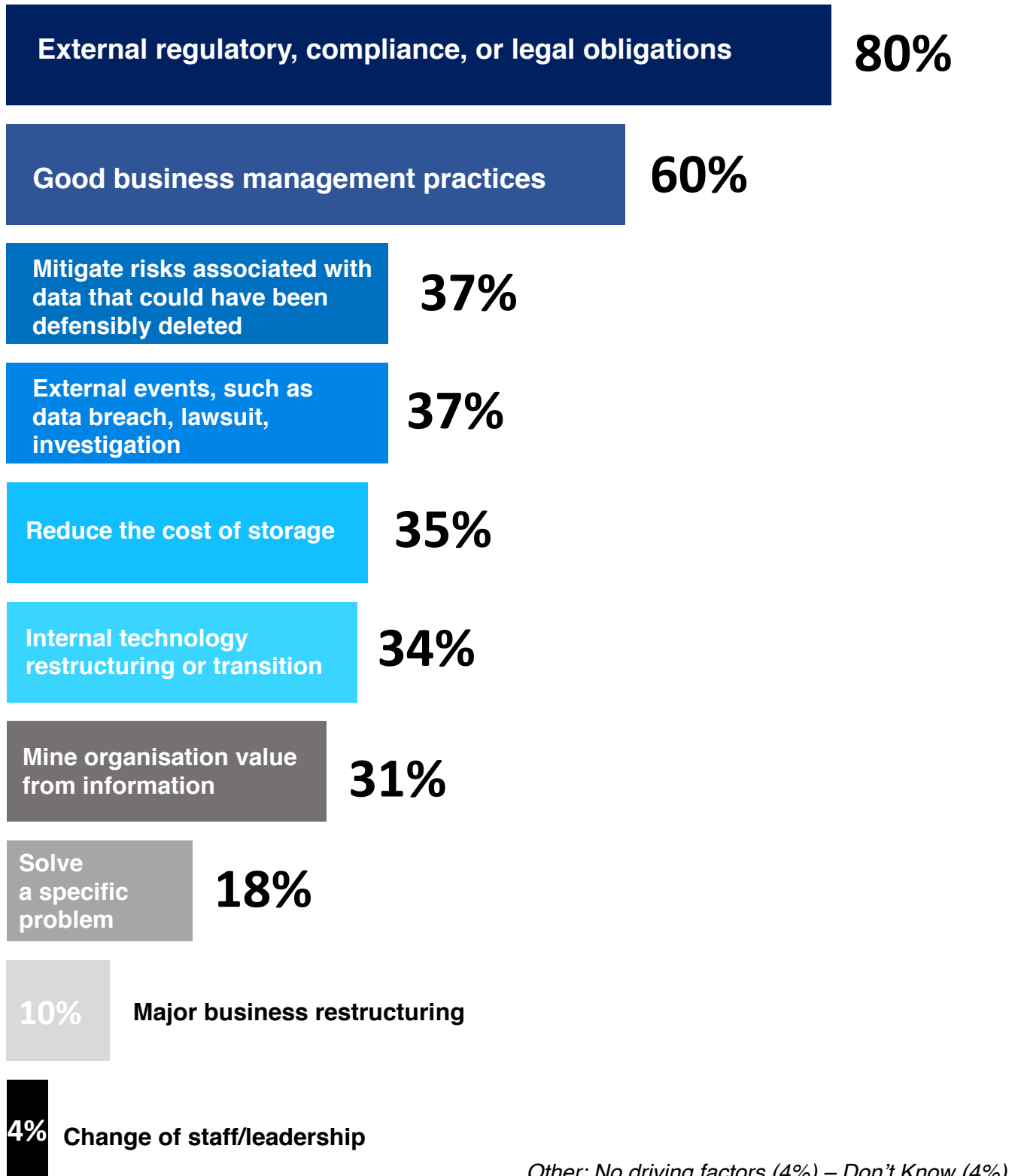
Almost half of all respondents (47%) described their IG programs as proactive, with 37% saying their organisation's IG programs were reactive, event-driven and unplanned.



INFORMATION GOVERNANCE DRIVERS

MAIN FACTORS DRIVING IG PROJECTS

Respondents nominated the factors driving IG projects in their organisation.



INFORMATION GOVERNANCE OBSTACLES

OBSTACLES TO IG PROJECTS

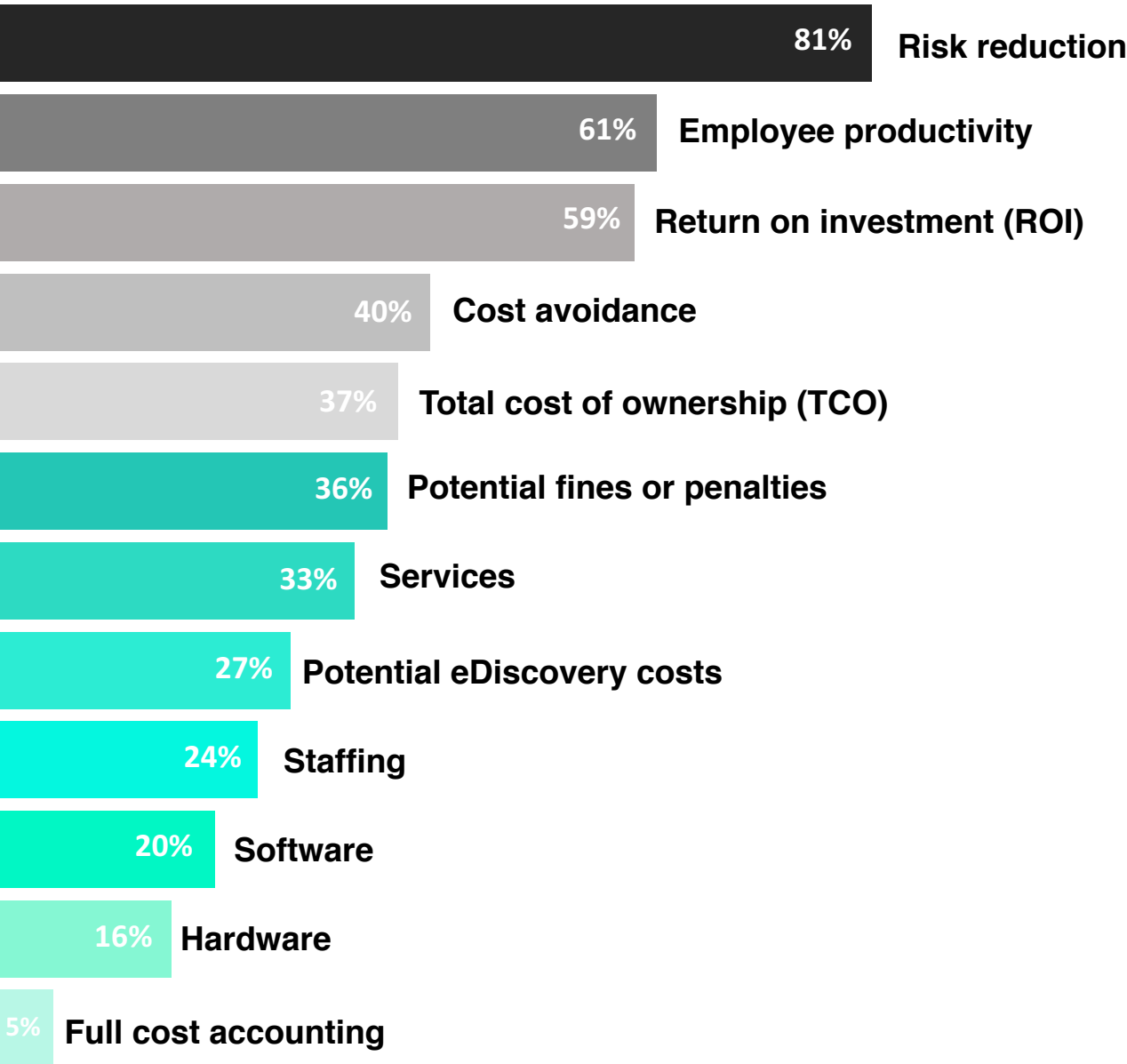
Respondents nominated the obstacles encountered when implementing IG



FINANCIAL IMPACT OF IG

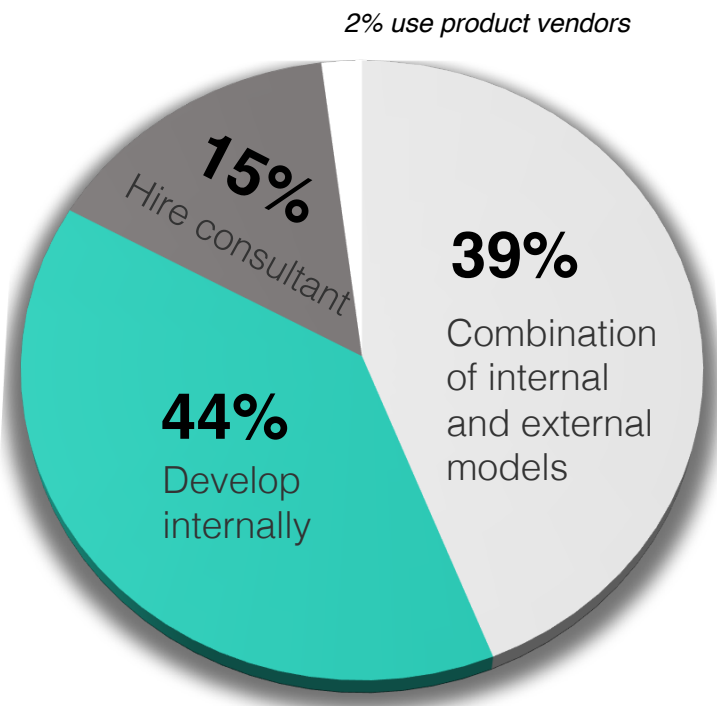
FACTORS USED TO QUANTIFY IG BENEFITS

Respondents nominated all factors used by their organisation to quantify IG benefits.



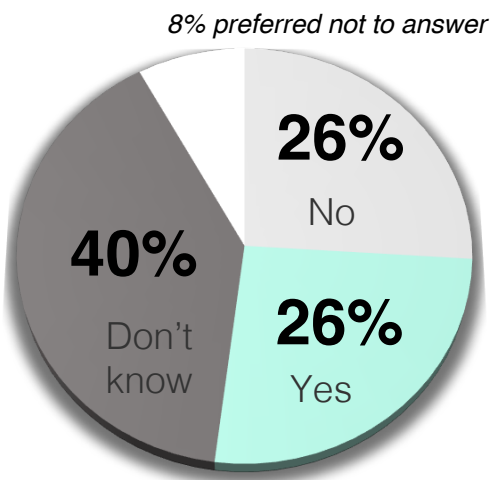
FINANCIAL IMPACT OF IG

DEVELOPMENT OF FINANCIAL MODELS TO QUANTIFY IG



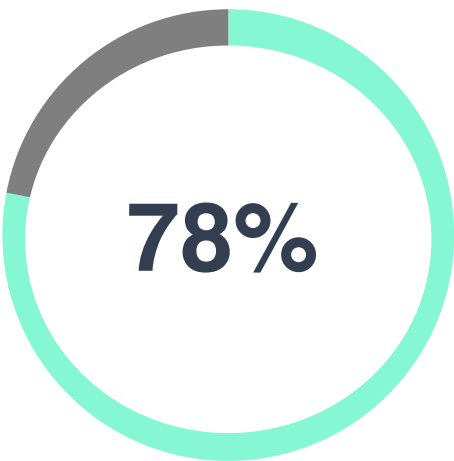
44% said their organisation develops financial models to quantify IG, 29% used a combination of internal and external models and 15% hired a consultant. Only 2% used product vendors.

INCREASE IN IG SPEND



The majority of respondents didn't know whether there would be an increase in IG spend this financial year, with an equal number of respondents answering 'yes' and 'no'.

IMPORTANCE OF MONETISING DATA



78% considered the monetisation of data as important, with 18% of respondents ranking it as a top priority, should they have the authority and budget to do so.

IG ROLES & LEADERSHIP

IG LEADERSHIP IN ORGANISATION



37% of respondents said their organisation had addressed IG leadership and 49% responded that their organisation hadn't addressed IG leadership.

JOB TITLES

Respondents were asked about the job titles of the individual(s) with the overall accountability of IG within their organisation.

84%

of respondents said 'Data Governance' was not in the job title of the individual with overall accountability for IG in their organisation.

80%

of respondents said 'Information Governance' was not in the job title of the individual with overall accountability for IG in their organisation.

IG ROLES & LEADERSHIP

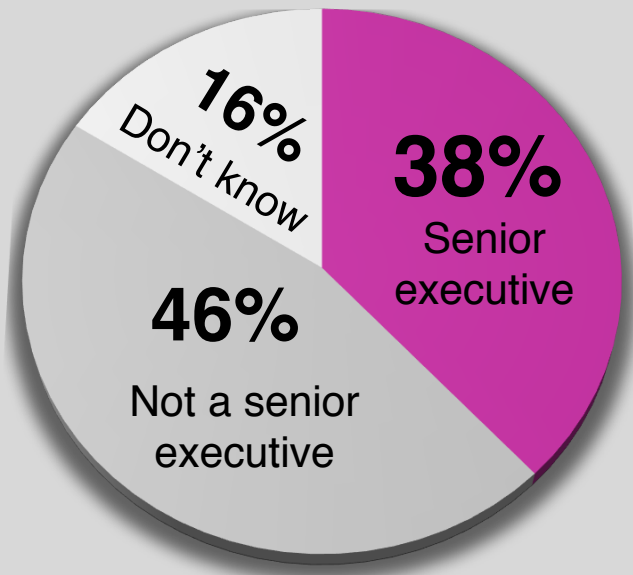
THE CHIEF INFORMATION GOVERNANCE OFFICER (CIGO)

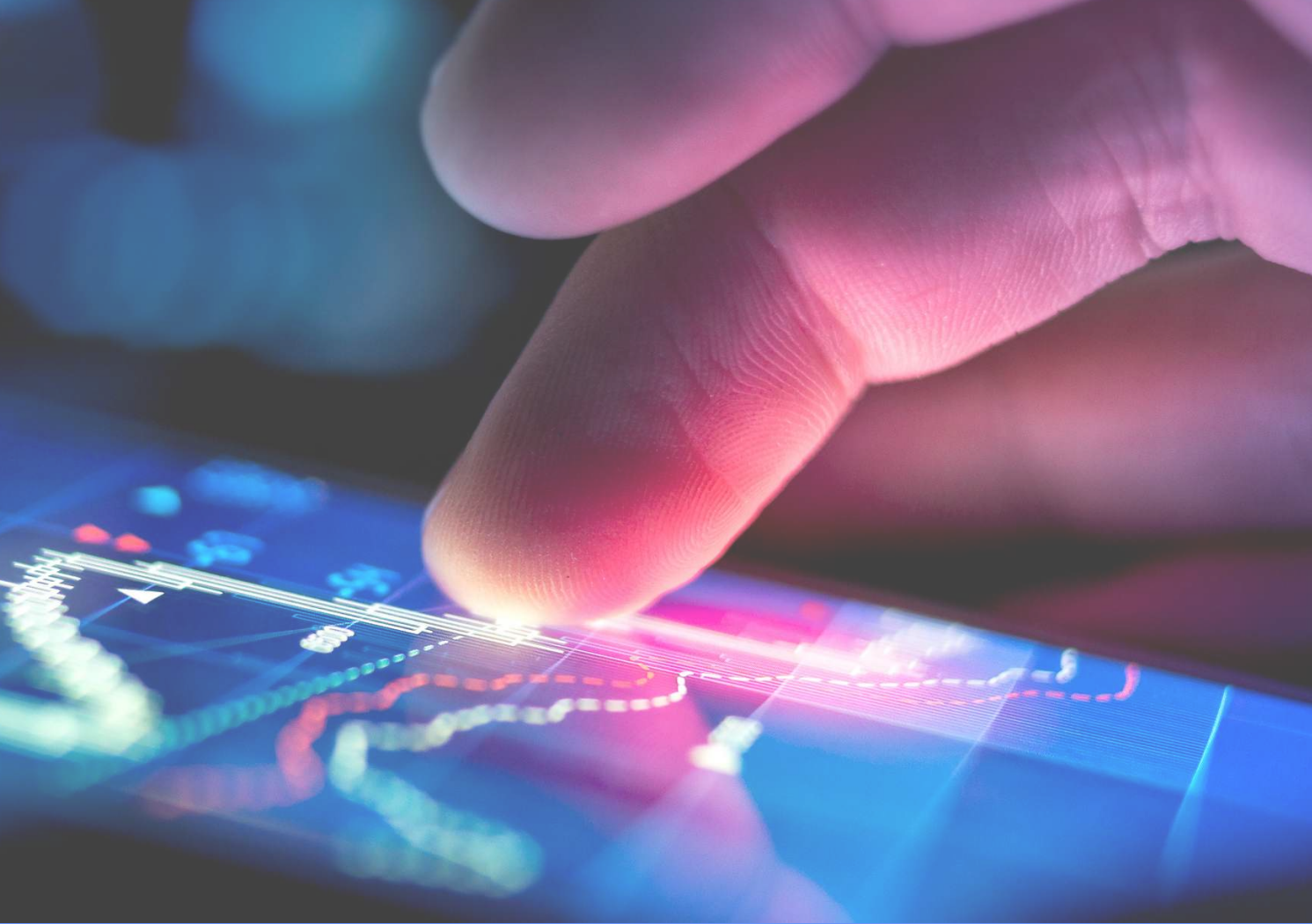


40% agreed that the chief information governance officer (CIGO) is essential to IG success.

SENIORITY OF INDIVIDUAL ACCOUNTABLE FOR IG

46% said the individual accountable for IG in their organisation was not a peer of the C-Suite (senior executives).





ABOUT INFORMATION GOVERNANCE ANZ

Information Governance ANZ brings together professionals from different disciplines across all types of organisations to develop and promote information governance best practices and innovations. By building a network of multi-disciplinary professionals, information silos will be broken down, enabling connected thinking and innovation that leads to information governance best practices. This, in turn, will promote the delivery of better outcomes for organisations by both minimising risk and maximising the value of the information held within organisations.

Visit our website: <http://www.infogovanz.com/>

