Information Management Maturity Model

Save costs by going up the value chain **Process** Service STAGE 5 **Tools** STAGE 4 Rules **Optimized** STAGE 3 People Managed STAGE 2 **Defined** Automatic disposition STAGE 1 Service Centre Repeatable of documents & data disposition of Service centre Initial documents based on disposition projects of established business User disposition of documents based on rules documents based on rules (system clean-User determination of rules up day) Workflow integrating value of records and (user clean-up day) users and business consequent Disposal Automated storage of processes disposition information into Business processes system tools built into system tools Documented business processes Automated Work User knowledge for users compliance with about what to do Service center Smarter system tools trained with system Users trained with tools to maintain Users trained to compliance system tools to follow compliance maintain compliance rules (e.g. where and Intuitive compliance how to classify & Compliance established by users store records) + Process + Service + Tools + Rules User