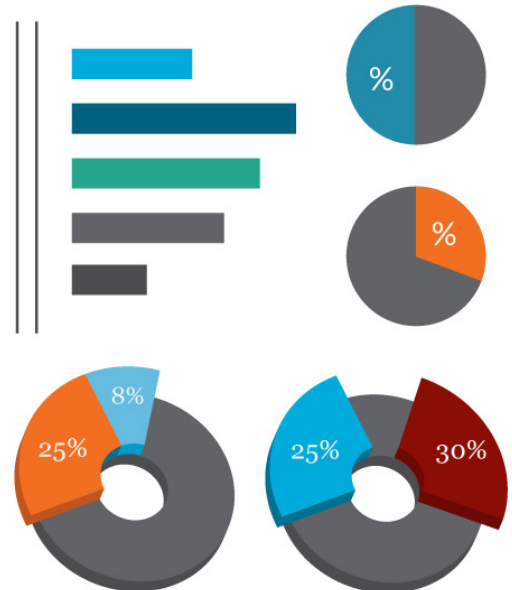


# Information Governance Process Maturity Model



**CGOC**

Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or purposes. Time limits should be established by the controller for erasure or for periodic review.

— Regulation (EU) 2016/679 of the European Parliament and of the Council, 27 April 2016

## About CGOC

CGOC (Compliance, Governance and Oversight Council) is a forum of over 3,400 legal, IT, privacy, security, records and information management professionals from corporations and government agencies. CGOC publishes reference guides and articles and conducts primary research. Its Benchmark Reports have been cited in numerous legal opinions and briefs and its ILG Leaders Guide has been widely referenced and adopted by organizations. CGOC members convene in small working groups, regional meetings and its annual strategy summit to discuss information governance and economics, eDiscovery, data disposal, retention, and privacy. CGOC has been advancing governance practices and driving thought leadership since 2004. For more information go to [www.cgoc.com](http://www.cgoc.com).

Written by Heidi Maher, Esq and CIPM, CGOC Executive Director and Jake Frazier Esq and CIPP/US, CGOC Faculty Chair. Special thanks to Deidre Paknad, CGOC Founder and Rani Hublou, CGOC Faculty.

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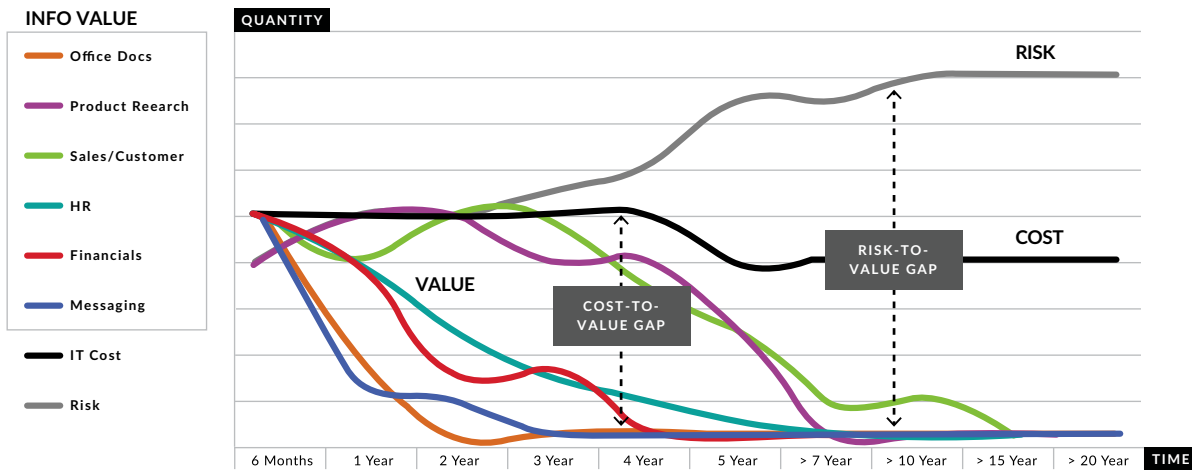
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Information Governance Process Maturity Model

January 2017

# Improving Information Economics and Defensible Disposal of Unnecessary Data

Improving information economics is imperative for most organizations. As information volume rises rapidly, business users face greater challenges to extract value, IT costs for basic infrastructure rise beyond budgets and legal risks and cost increase as well. To make way for new and more useful information, ensure businesses get value from data, control IT and legal costs and lower risk and exposure, companies should dispose of unnecessary data debris.



**BUSINESS** Information volume will double every 2 years, reaching 180 zettabytes by 2025

90% of the world's data had been created in the last 12 months<sup>1</sup>

**LEGAL** It costs \$18,000 to do eDiscovery on 1 gigabyte<sup>2</sup>

eDiscovery consumes as much as half of the litigation budget

**I.T.** \$2.8M to store 1 PB plus app cost significantly add to run rate

Data storage consumes growing share of budget; sunsetting too slow

**PRIVACY AND SECURITY** Average cost of a data breach is \$4M

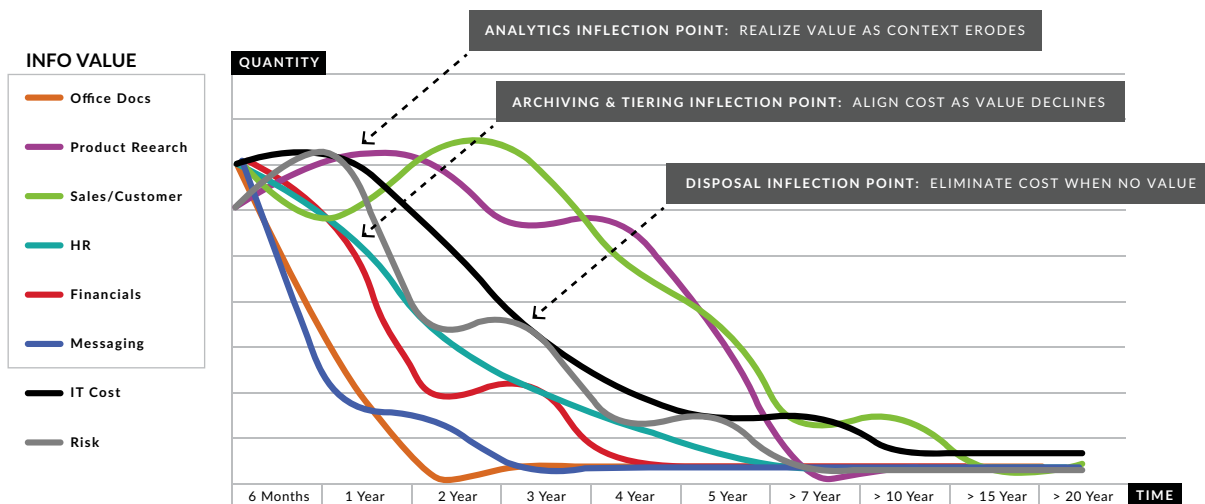
The average cost paid for each lost or stolen record containing sensitive and confidential information is \$158<sup>3</sup>

As information ages, its value declines. Unfortunately, the cost to manage it is relatively constant and eDiscovery costs and risks rise with time. When information is no longer needed, information “supply” exceeds information “demand”. This creates a widening gap between the value the information provides an organization and its cost and risk. Closing these gaps is important to legal, IT, security, privacy and business stakeholders. When processes and stakeholders are siloed and operate without a high degree of interlock and transparency, it is very difficult to tie actual need for information (demand) with information assets (supply).

<sup>1</sup> IBM Marketing Cloud Report “10 Key Marketing Trends For 2017”

<sup>2</sup> Report from Rand Institute for Civil Justice

<sup>3</sup> Benchmark research sponsored by IBM independently conducted by Ponemon Institute LLC June 2016



**Three critical inflection points in information lifecycle drive value, cost and risk:**

1. Analytics to maximize value as context erodes
2. Archiving and tiering to ensure cost declines as value declines
3. Disposal to ensure that when need is gone, there is no remaining cost or risk

**Information lifecycle governance improves information economics for business, legal & IT**



**Leverage information for better decisions and higher revenue**

Don't waste budget on unnecessary IT or legal services



**Meet eDiscovery obligations cost effectively and efficiently for the enterprise**

Manage conflicting privacy and regulatory duties



**Minimize "run the shop" costs to increase investment in "grow the firm" activities**

Cut total costs even as total volume rises

To improve information economics and enable defensible disposal of data debris, organizations need to understand and optimize twenty-two processes that determine information value, cost and risk. An organization's process capabilities and maturity determine its ability to understand and extract information value, align cost to value over time, minimize information and legal risk and lower total IT and legal costs.

This CGOC practitioners model helps organizations understand and assess their process capabilities and current process risks; tools like the ILG Leaders Guide provide a roadmap to optimizing processes to improve information economics.