Implementing Information Governance: A Best Practice Approach to Enable Compliance and Reduce Costs & Risks

July 23, 2015
Presenters

Rick Walter
Director, Healthcare Channel Business Development

Mark Olson, CISSP
Chief Information Security Officer

Karen Snyder
Director Product Management, HIM Services
Agenda

- About UT & Iron Mountain
- Trends in Governance and Compliance
- A Best Practice Approach to enable Enterprise-wide IG
- Discussion/Q&A
# The Iron Mountain Track Record: Trusted and Tested

## Resources

<table>
<thead>
<tr>
<th>Count</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>20,000</td>
<td>employees</td>
</tr>
<tr>
<td>1000</td>
<td>facilities world wide</td>
</tr>
<tr>
<td>3,600+</td>
<td>vehicles</td>
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</table>

<table>
<thead>
<tr>
<th>Count</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>3</td>
<td>underground facilities</td>
</tr>
<tr>
<td>3</td>
<td>data centers</td>
</tr>
<tr>
<td>67M ft²</td>
<td>real estate</td>
</tr>
</tbody>
</table>

## Information Managed

<table>
<thead>
<tr>
<th>Count</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>530 M ft³</td>
<td>hardcopy records</td>
</tr>
<tr>
<td>89M</td>
<td>pieces of media stored/year</td>
</tr>
<tr>
<td>7.6 M</td>
<td>trees saved/year</td>
</tr>
<tr>
<td>627M</td>
<td>images scanned/year</td>
</tr>
</tbody>
</table>
About the Agreement

Preferred Supplier for Offsite Records Storage and Management

- Agreement #: UTSSCA5414
- Term: 6/1/14 – 12/31/19
- Contracted Competitive Rates
- T’s & C’s are in place
- Participant must execute the Institutional Participant Agreement
- 3% Admin Fee Paid to the UT Supply Chain Alliance for all revenue under this agreement
What you Gain:

- Ease of doing business
- Partner that understands your business processes
- Trusted relationship
- Cost efficiencies and Consistent Practices
Information Proliferation: Is it Impacting You?
The Current State
Average cost of a data breach

Over 90% of organizations having experienced a breach, impacting costs & risks

Organizations who have mature IG policy and practices

Expected volume of data that will exist in 2020

35 Zettabytes

$2M – $6M

17%

Security of your Information is critical

Increasing cost and risk of breach

- Average cost of breach is:
  - 2.5 times higher for healthcare records
  - 2 times higher for education records

- 753 recorded breaches (2014) involving more than 80 million records:
  - 42% of those in healthcare

Source: Ponemon Institute 2015 Cost of Data Breach Study 2015
Source: Identify Theft Resource Center Breach list
The Impact

Decentralized, silos of information increase:

- Risk
- Duplication
- Cost
Implementing Information Governance
Information Governance Defined

An organization-wide framework for managing information throughout its lifecycle and for supporting an organization’s strategy, operations, regulatory, legal, risk, and environmental requirements.
Aligning IG with Organizational Objectives
Roadmap to Achieve Compliance and Enable Enterprise-Wide Information Governance

I. Create a Governance Structure

II. Get Control of your Information

III. Apply Consistent Policy

IV. Deliver Insight

V. Continual Improvement: Ongoing Maintenance, Measures & Metrics
Phase 1: Create a Governance Structure

- **Build** the high level business case
- **Secure** Executive Sponsorship
- **Convene** a multidisciplinary steering committee
- **Establish** foundational goals and principles
Organize for Governance

Trustee and CEO/COO Sponsors

Steering Group
(CLINICAL, CIO, IT, IM, INFORMATICS, LEGAL, FINANCE, COMPLIANCE, RISK)

Working Group:
Design and Capture

Working Group:
Access and Issue

Working Group:
Life Cycle

INFORMATION INTEGRITY AND QUALITY

PRIVACY, SECURITY AND CONFIDENTIALITY

Iron Mountain and Kloss Strategic Advisors
PHASE 2: Get Control of your Information

- Inventory systems of information
- Identify high-risk, high value data
- Centralize/consolidate storage offsite
- Identify duplicate records & cleanup downstream systems

Less than 15% of organizations have mature Data Maps that identify key data repositories

Source: Cohasell/AHIMA Health Information Governance Benchmark Report 2014
Cohassett/ARMA/AIIM Information Governance Report 2014
PHASE 3:
Apply Consistent Policy

- Create a process for policy development, dissemination and maintenance

- Continuously update retention guidelines

- Leverage technology to link policies to implementation guides, education and other resources

- Ensure consistent application and enforcement of policy

- Centralize change management and version control
PHASE 4: Deliver Insight

- Provide oversight and visibility of core program metrics
- Analyze current and historical trends including inventory activity, status, spend
- Aggregate level views with the ability to filter data
Phase 5: Continual Improvement

- Identify, capture, & review metrics on an ongoing basis
- Determine an IG assessment cycle
- Establish a formal process for review and maintenance of the IG program
Your Benefit: Enhance Compliance and Enable Governance

- **Organizational adoption**: drives uniformity and control
- **Program consistency**: enables purchasing efficiencies and reduces vendor management
- **Understand your high-risk/high value information**: enhances revenue and reduces risk of breach
- **Programmatic disposal of records**: reduces storage costs
- **Secure chain of custody**: mitigates risk
- **Consolidated offsite storage**: enhances disaster recoverability and increases consistency
## Enabling Information Governance

### Managing your Information Lifecycle

<table>
<thead>
<tr>
<th>Create a Governance Structure</th>
<th>Get Control of your Information</th>
<th>Apply Consistent Policy</th>
<th>Deliver Insight</th>
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</thead>
<tbody>
<tr>
<td>- Information Governance (IG) Strategy</td>
<td>- Information Maps</td>
<td>- Global Research and Policy Center</td>
<td>- Quarterly Business Reviews</td>
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<tr>
<td>- IG Program Consulting</td>
<td>- MPI Cleanup</td>
<td>- Retention Schedule Development</td>
<td>- Analytics Dashboard KPIs/Benchmarking</td>
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<td></td>
<td>- Data Integrity</td>
<td>- Secure Destruction Services</td>
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<td>- RFID Boxes</td>
<td>- RIM Policy Development</td>
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<td></td>
<td>- Inventory Audit</td>
<td>- Program Training</td>
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<td>- Offsite Records/Tape Storage</td>
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<td></td>
<td>- Cloud Backup</td>
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### Continual Improvement

- Professional Services
- Staffing
Reaching the Summit: The Path to Information Governance

- Organize for Governance
- Get Control of your information
- Apply Consistent Policy
- Deliver Insights to support strategic objectives
- Institute Continual Improvement processes
Questions?

For More Information:

Rick Walter  
Healthcare Business Development Director - Channels  
Iron Mountain  
15400 W 99th St  
Lenexa, KS 66219  
Mobile: 913-484-8187  
rick.walter@ironmountain.com

http://solutions.ironmountain.com/UniversityofTexasSupplyChainAlliance