

Functional Practice Statements - Content Management

Level 1: Initial

- 1.1 The organization has some basic fundamental principles of data management that apply to both structured and unstructured data.
- 1.2 The organization has little, if any, control over the information being created and shared.
- 1.3 The organization recognizes the benefit of a content management strategy, and perceives document management as a necessary function

Level 2: Managed

- 2.1 A plan has been developed that accounts for content drivers (the reasons content is needed), content creation and delivery.
- 2.2 The organization maintains its information in a manner that ensures timely, efficient, and accurate retrieval of its information

Level 3: Defined

- 3.1. An information governance program has been constructed so the records and information generated or managed by or for the organization have a reasonable and suitable guarantee of authenticity and reliability.
- 3.2 Non-value-added information is removed from the organization's holdings and disposed of to avoid wasting physical and electronic space, as well as the cost associated with its maintenance.

Level 4: Measured

- 4.1 Records managers or information asset owners provide oversight to ensure that teams account for privacy and data protection requirements, and take actions to prevent or identify theft.

Level 5: Optimized

- 5.1 Everyone within the organization must create, use, retrieve, and dispose of records in accordance with the established policies and procedures
- 5.2 Experts in the handling of records and content are fully engaged in policy and planning.