

The Organisation As A System

An information management framework

15. Wrap Up!

15. Document Management – Wrap Up

A Bit of Revision

If you come across this deck, be aware that it is the last in a series of 16 covering issues related to electronic document management and some of the considerations to be made when executing a programme of work associated with it.

The next slide provides a list of the complete set. The last slide gives the authors contact details should you wish to receive the complete series and any supporting documents

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The slide deck set:

- [1. Introduction](#) – document management, why do it

The Operating Environment

- [2. Document Life Cycle](#)– Documents have lives of their own...
- [3. The Building Blocks](#) – Its all about the architecture
- [4. Documents Are Packages](#) – Document files have form, function and purpose beyond just the content
- [5. Legal Considerations](#) – You are all international lawyers now
- [6. Infrastructure](#) – You need to find a home, one that is safe.....
- [7. Meta Data.](#) “Data” about data.
- [8. Naming Convention](#) – Privacy by design starts here

The Architecture

- [9. Document Design.](#) If there is a requirement to tap into documents for data analysis purpose.. They must be designed.
- [10. Corporate Dictionary](#) –Not as many words as you think
- [11. Location](#) – Location, if you do not know where something should be, it may as well not be there!
- [12. Writing with style](#), People do what people do, therefore, with the lightest touch, let them do that, but order their work.
- [13. The Tool Architecture](#) – No one tool can cover it all and cookies? They don't count.
- [14. Security Considerations](#) you can't ignore the “S” word.
- [15. Key Players](#) People do what people do.
- [16. Closing Summary](#) - Wrap up..

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Introduction

This deck raises some further points to consider that do not quite fit anywhere else in the deck series. It may come across as a bit of a rant...

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A Few Things to Think About

Beware of geeks bearing gifts. People who write software are not gods or super intelligent, they do not know more than you about the way you work and why.

The impact of having blind faith in computer accuracy and the mistake that is can be seen in the [UK Post Office Horizon Inquiry](#) fast becoming THE case study on the risks of having that blind faith

Another example is in the US “[sunburst](#)” hack in which the hit to the US government in cash terms is reported in the billions.

With the value of the level of computer related crime being in the \$ trillions

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The Nature of Document Writing

Put any two people in a room and ask them to write on the same subject, even with a tightly controlled definition of what to write about, they will not use the same words, in the same order.

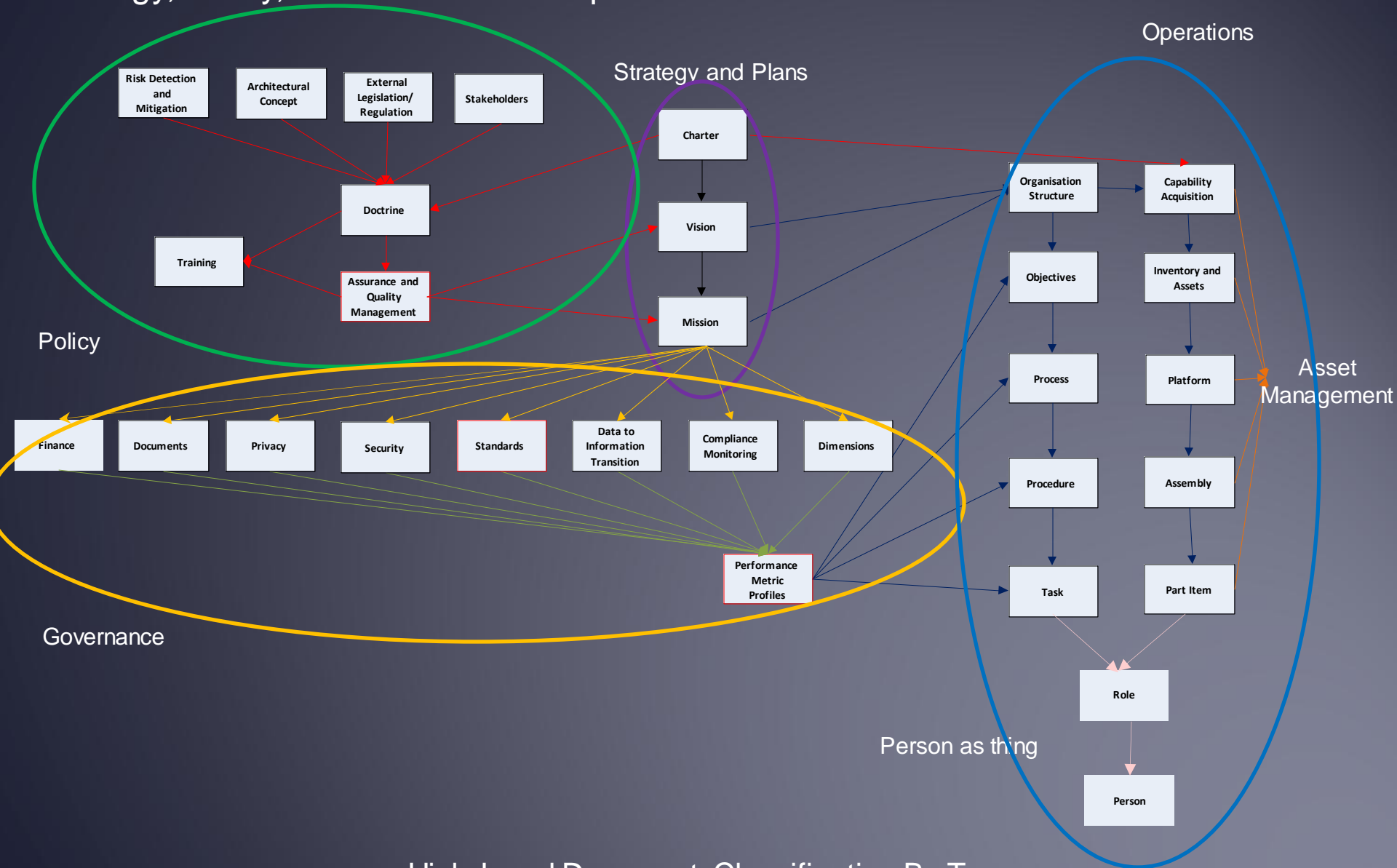
Bob Newhart, [an infinite number of monkeys....](#)

In any organisation, the kind of things being written, will vary and is derivative given that raw data that contains the hard facts that often provides the evidence to support this or that position is rarely as complete as document authors would like or claim

The documents an organisation produces will, over time, become the core of an organisation's "body of knowledge" (BOK). The BOK is a strategically important resource that needs to be protected

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Strategy, Policy, Governance and Operations



High Level Document Classification By Type

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My Bosses Boss Does Not Need To Know What I Know In The Way I Need To Know It

Clear Line Of Site IS Fundamental

The whole purpose of information management, is the right information to the right place at the right time.

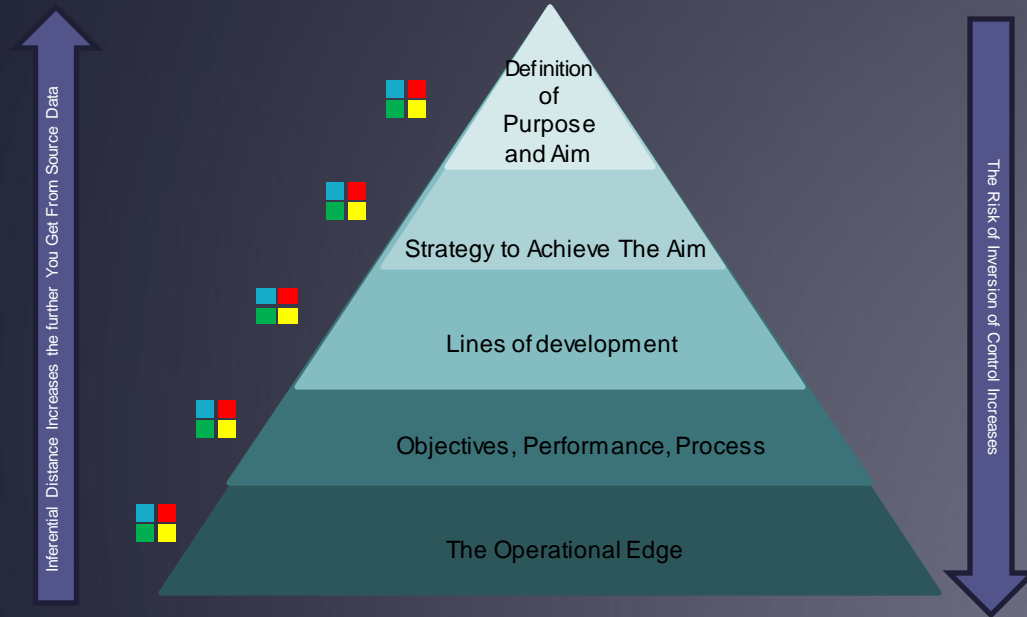
However, what is provided should support investigation when questions like “what if” are asked. With the investigative capability being bottom up/top down AND lateral in respect of the provision of navigation capabilities

Be aware that the further away reporting is executed from source data so the risks associated with growing distance grow as the nature of inference grows

As do the risks associated with “inversion of control”

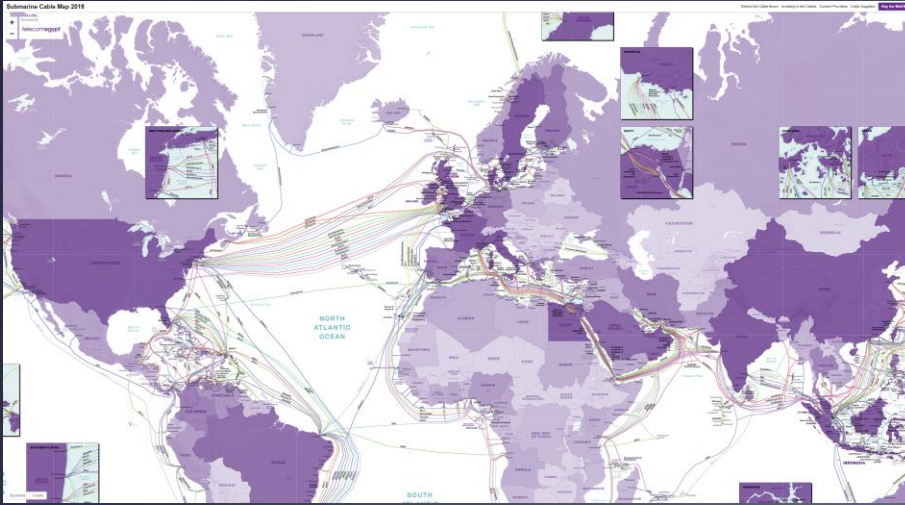
Timely, accurate validated and verifiable information “to the edge” wherever the edge may be, that is also contextually coherent is key to successful information management

The Old Geek



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The Law...



This is what the Law is up against

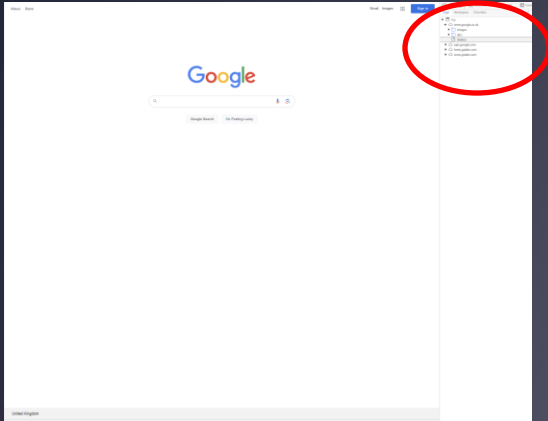
In a massively connected world in which data can be transferred across the globe at volume, in an instant, then inevitably, enforcing data protection laws is a complicated time-consuming business and one that few can afford

Much of data protection law is founded on good solid operating principle that has been around for decades if not longer

While obeying the law is a legal requirement given the speed and volumes of data transfer nowadays, THE reason to follow the rules and controls the law imposes is one of reducing commercial risk. A risk that is existential for most

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Be Like Google – Give Nothing Away



If you look at the Google home page, through your browser debugger and activate the “sources” tab, you will see something like this

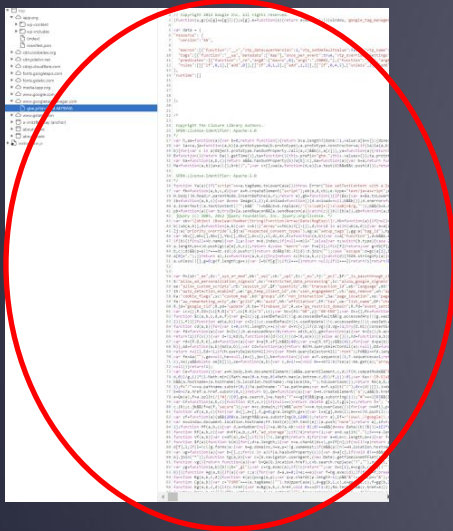
If you do the same with almost any other web site, you will see something like this

If data is the new oil, then Google and the other majors are the refineries that take data and distil it to the level of high octane petroleum

Data the unaware provide for them, that the unaware validate and verify for free.

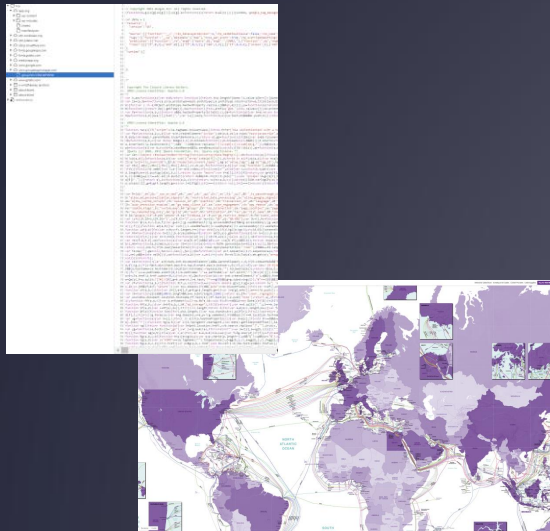
Hard multi market business intelligence that they then sell back to those with the deepest pockets who are usually your competitors.

Be like Google



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Where's My Stuff?



The items in the list could be hosted or located anywhere in the world. It makes sense to try and find out where it is. Some questions to ask when considering using code and toys from elsewhere in the world...

If code or applications are elsewhere in the world, then then the terms and conditions will seek to make you comply with the legislation of the host country. Is that sensible?

Do you have absolute control of the application or do you have limited rights to use the product and service?

If the product produces inaccurate output (“hallucinates”, say) can you correct it?

If you cannot correct it, who can? And how much would it cost you to do the corrective work?

If the makers cannot correct an error, how can you be certain that if it is working in other ways, that the error does not impact on the “good bits”?

What is the nature of any dependency? How easy is it to switch products?

If you decide to switch products, for any reason, what exactly does your organisation own?

Any uncertainty in respect of responses to those questions indicates significant commercial risk

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Choosing Products or Developers

Some Pointers...

When choosing a developer for an in house programming project, review their web sites using the client side impact review template available [here](#). If their on line presence is insecure, be wary.

“open source” does not mean free of responsibility or liability

Ask to see proof of quality of work that your organisation can review and test

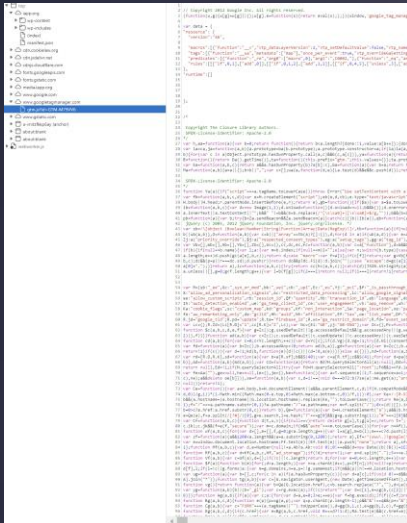
Seek proof of professional liability insurance of sufficient strength to cover their entire portfolio and your own estimate of cost of failure

Study, carefully, any product terms and conditions of all components, note the jurisdiction any terms and conditions are bound by.

Seek proof of qualification of individuals

Seek a guarantee of reliability of work

Seek documentation of their work, things like user guides, source code, database designs and schema's



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On “Agility”

Ask any gymnast, “agility” comes with practice and dedication.

In information management, “agility” has the following dependencies:

A high level of technical skill in respect of coding, database design and more in more than one product and more than one coding language

For your operating environment, considerable skill and knowledge of your information technology infrastructure from operating system level up

For your operating environment, considerable knowledge and awareness of your business sector

For your operating environment, considerable knowledge and awareness of the legislative environment your organisation is obliged to work in

When the nature of “agility” is misunderstood, [this happens](#)..

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Finally..

In the authors experience, the phrase “its not rocket science” was often applied to the construction of an information management architecture by those who had no real idea of the diversity of effort and skills involved.

Building an information management architecture may not be rocket science, but it is akin to rocket engineering.

The kind of considerations and operating principles set out in this slide deck series are the kinds of things anyone involved in information management should be aware of and should be capable of applying.

The kind of considerations and operating principles set out in this slide deck series are the kinds of things anyone involved in information management generally and document management in particular, should be aware of and should be capable of applying.

As is increasingly happening across the world, the failure to apply planning and architectural principles of a kind set out in these decks is being gripped by regulators. Heads up..

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That's all folks.....

The original deck and others, are available on request, free, using any of these means to get in touch:

Tel: +44 07780 568449

Email: woodsa200@gmail.com

Skype: apw808

Authors Linked In Profile [here](#)