

regulatory compliance

ASSIGNMENT 4 – DBAS 3025 – INFORMATION GOVERNANCE



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# Introduction

In the previous assignment, policies were created to effectively apply the seven data-related controls to the faux company that was made earlier in the term. In assignment two, a change scenario was made along with a change management plan. Assignment three (the previous assignment), discussed the possible affects of the changes and the problems that may occur and what could be done to resolve it.

This assignment goes in further by considering the different factors that can affect information governance, including formal policies, processes, people, and regulatory bodies. It also creates a best practices document for the management of sales data for a medium sized company. It lastly tasks to create a data/information governance policy to cover the data quality of the data coming into the faux company.

# Task One

## What influences Information Governance?

### Formal Policies

A policy is defined as an established or official way of doing something. It is the guideline that drives the processes. (Process Bliss, 2019) The formal policies of the company influence information governance because part of information governance is policy making. The Data Security policies of the company, for example, influences information governance as it handles how the data (customer information, payment information, employee information, and other sensitive information) is being handled and secured.[[1]](#footnote-1) Other policies, more specific to the kind of business Psalms Inc. is, such as shipping and taxes policies, warranties, and other store policies affect information governance as well. For example, policies for shipping and taxes would require location data which means that during the strategy and planning part of information governance, this would need to be considered. A payment policy, for example, would also influence information governance as it needs to be considered in the system selection aspect of information governance.

### Processes

A process is defined as a series of actions or steps taken in order to achieve a particular end. (Process Bliss, 2019) The different company processes influence information governance. Change Management is one process that affects information governance.[[2]](#footnote-2) This is because change management aids in transitioning when a change happens in the company. This involves the processes done to successfully integrate a change such as training and developing a communications plan. Changes in the company will always affect the employees and the information or data of the company. Another process that affects information governance is the customer service process. This process is involved in communicating with the customer and attending to their needs. It also helps in the acquisition of feedback to ensure that there is on going improvement (which is part of information governance).

### People

The key stakeholders influence Information Governance. This includes the management-level representatives or the heads of each department, the IT personnel (especially the ones responsible for infrastructure and security), and the professionals such as the data managers and business analysts who know the value and use of the data.[[3]](#footnote-3) The data governance team whose members overlap as key stakeholders influence information governance as well. The same goes for the disaster recovery team.

It is also important to note that Information Governance is the responsibility of every employee of the company.[[4]](#footnote-4)

## Regulatory bodies

It is not only the company’s formal policies, processes and employees that affect information governance, but also the regulations and laws set by the regulatory bodies the company is under. Psalms Inc., being an international online shopping company, is under various jurisdictions depending on the location of the business being transacted.[[5]](#footnote-5) Since the company is based in Nova Scotia, Canada, this will be the context of this section.

In Canada, online businesses are treated similar to other businesses. This means that they are all governed by the same agencies and have to abide by the same laws. Most of the laws the business has to abide to are governed by the provincial legislation, for example, consumer protection, and employment laws. Federal legislation or jurisdiction governs intellectual property laws, competition, and misleading advertising laws. Privacy laws are governed by both the provincial and federal jurisdiction. An example of a federal privacy law would be the Personal Information Protection and Electronic Documents Act or PIPEDA. This law regulates how personal information would be handled by businesses. The regulatory bodies specifically responsible for online businesses or e-commerce are the Competition Bureau, the Canadian Radio-Television and Telecommunication Commission, the Canadian Intellectual Property Office and the Office of the Privacy Commissioner of Canada, and the regulatory bodies and authorities at the provincial level (e.g., securities commissions and provincial privacy commissioners).[[6]](#footnote-6)

## Compliance Challenges and highlighting how the company would face it.

Due to the nature of an online business, managing multiple jurisdictions and ensuring that there is proper compliance in each jurisdiction the business is under is a major challenge. This means that a capable and strong legal team need to be formed in each jurisdiction to ensure that we stay on top of this. It can be quite costly to do this which adds to the challenge, but it is something necessary that the company must do.

Another major challenge the company could face is ensuring that we do not put out any misleading advertisements. As the company is in an online environment, there are times when a photo or video does not correctly capture the actual product. This could be in a way that makes the product look better or worse. It is important to communicate with the legal team, marketing team and the customer service team to ensure that we comply to the federal regulations (Canada) on misleading advertisements.

To be a successful company, we must ensure that we comply with the regulations set in place by the regulatory bodies. We are faced with the challenge of consumer protection issues that have to be considered due to the current global pandemic (COVID-19). E-commerce sales have risen due to the pandemic. This means that it is very important to make changes to the current products and agreements placed. Changes have to be made to mitigate risks arising from COVID-19 to ensure that customers are safe and protected. Psalms Inc. can handle this well due to the Change Management processes that the company has put in place.

Another necessary change that stems from the global pandemic, is offering more flexible payment methods. This can be a challenge as offering a variety of payment methods would need an update on the company’s data security and because a lot of other payment methods (such as PayBright or PayPal) would need a third party. This can be handled through Change Management. We should also ensure that there is proper research and analysis on what payment methods we can add. also have to work with the legal team to ensure that we update our payment policies to integrate the new payment methods. [[7]](#footnote-7)

# Task Two

## Best practices[[8]](#footnote-8)

Best practices are the most effective and efficient methods that can be used by a company. These methods are considered the best because they have been studied and tested which means there is evidence supporting its impact and effectiveness. (Association of State and Territorial Dental Directors) The following are some best practices that can be used for the sales data for a medium sized company:

1. Set business goals.

Establish what the company is, it’s standards, and what it is trying to do.

1. Monitor the data and make the most out of it.

The data collected and stored has to be monitored and used to its utmost potential. This includes creating analytics and studies to improve operations which then improve the company and its sales.

1. Maintain high quality data.

Data has to be meaningful, accurate, timely, and complete. This can be done with a dedicated data management team.

1. Make data security a priority.

Remember that trust is very important to your company’s stakeholders. Having a data breach would definitely diminish that trust in your company’s reliability so it is important to ensure that proper security measures are put in place. A company is not only dealing with their own information or data but also the data of their suppliers and consumers. You would not want to borrow a car and come back telling the owner it was stolen.

1. Reduce redundancies.

It is better to reduce duplicate data. This can be done by creating precautions for redundancies to ensure that the data stays efficient, meaningful, and clean.

1. Hire the right people.

This can be done using predictive data to see which applicants are most likely to be great employees. It is important to hire people who know the importance of data and its crucial role in the success of a company.

1. Have proper change management and handle it carefully.

It is very important for data and records to be updated especially if a change occurs. Proper change management will ensure that the transition goes smoothly, and the staff are trained to deal with the change.

1. Make data accessible to the proper people.

It is important to have the necessary data accessible to the proper people. This can be done by creating roles and permissions to define who has proper access to who. This ensures that data is conveniently available while secure.

1. Have a back up and recovery strategy.

Accidents and other unfortunate circumstances do happen no matter how well you create the infrastructure and plan things out. This is why a back up and recovery plan is set in place. This also ensures that when data is lost or corrupted, there is still a way to recover or restore it.

1. Have a disaster recovery plan.

Disasters are unavoidable and unpredictable. The only thing we can do to combat it is to be prepared for when it happens. This also ensures that the company will not be offline for an unmeasurable amount of time.

1. Make use of any reliable, secure, and effective data management software.

The use of data for business has been around for ages. Throughout this time, different data management software have come out and made data management easier and more convenient. This has also been an aid newer and smaller companies with little knowledge of data management.

# Task Three

## Data/Information Governance policy

To create the data/information governance policy, I will be using the principles of data governance as a guide. This includes integrity, life cycle, security, quality, data lineage, support the goals of data governance, and data storage. (Data Governance and Data Quality - Where Do They Meet?) This policy will assure the quality of the incoming and stored data of the company.

1. Only collect the necessary data. This will reduce the amount of dark data.
2. Process the data. Once data has been collected, data has to be cleaned, standardized, profiled, geocoded, and monitored.[[9]](#footnote-9)
3. Maintain data. Ensure that data is accurate, timely, and complete.
4. Keep data meaningful. Allow data to go through its life cycle. Properly trace the data and ensure that only the data that is meaningful is kept in storage. Have as little dark data as possible.
5. Secure the data. Roles and permissions have to be made for the different data users to ensure that only the necessary data can be seen by the data user. Every step or process data goes through when it is collected and processed has to be secured. Have a dedicated data security team.
6. Uphold high data quality standards. While maintaining that the data is accurate, timely, and complete, it is also important to ensure that the data is reliable and meaningful. This can be done through defining processes to keep this high-quality data intact.
7. Have metadata (or the data about the data). Ensure that the data can be tracked from where it originated, its different states, what processes it went through, and where it is being stored.
8. Ensure that the whole company knows the value and criticality of data governance. The company must support the goals of data governance to have a common understanding of the mission of the company.
9. Data storage is crucial. A secured and adaptable data storage method has to be established. Adaptability is important as we have to allow for the storage to support any growth the company may have in the future.

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1. Referenced from (Follis, 2019) [↑](#footnote-ref-1)
2. I have researched whether or not change management is a process or a policy but have found multiple articles that both are true. I have decided to classify it under process as per the definition during the class discussion on change management as seen in the Week 5, Lesson 1 PowerPoint (Street, 2021). [↑](#footnote-ref-2)
3. Referenced from (Robinson & Cole, 2021) [↑](#footnote-ref-3)
4. Referenced from (Health and social care staff members: What you should know about Information Governance) [↑](#footnote-ref-4)
5. Referenced from (Lasorsa, 2008) [↑](#footnote-ref-5)
6. Referenced from (Stikeman Elliott LLP, 2019) (PIPEDA legislation and related regulations, n.d.) [↑](#footnote-ref-6)
7. Referenced from (Gabriel M.A. Stern, 2020) [↑](#footnote-ref-7)
8. Referenced from (Soffer, 2019) and (Everett, 2015) [↑](#footnote-ref-8)
9. Referenced from (Data Governance and Data Quality - Where Do They Meet?) [↑](#footnote-ref-9)