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Information Life Cycle Management (ILM)

Finding business value in Information Life Cycle Management (ILM): Proactive information management through ILM can reduce cost and risk while creating tangible business value

Information life cycle management is the consistent management of information from creation to final disposition. It is comprised of strategy, process, and technology to effectively manage information which, when combined, drives improved control over information in the enterprise.

> **20% of CIO's will lose their jobs in the next 5 years for not implementing IG successfully.**
>
> Source: International Data Corporations (IDC) report titled "Exacting Value From Chaos".

It aligns existing information management disciplines, including: Enterprise Content Management, Archiving (application and information), eDiscovery, Records Management, and good storage practices.

The regulatory, legal, and competitive environments, combined with ever increasing volumes of information, are driving many organizations to look for new ways to manage archiving, eDiscovery, and records. Given these pressures, it's more important than ever to manage your data throughout the life cycle. ILM is about achieving business priorities while meeting information compliance needs and leveraging the business value of information.

Organizational Benefits of Information Life Cycle Management

There are many benefits to be gained from implementing an effective Information Life Cycle Management program. Implementing ILM can transform information management and bring significant benefits to the business through simplification and consolidation of IT resources and systems and a reduction in the growth of information stored. ILM supports investments in

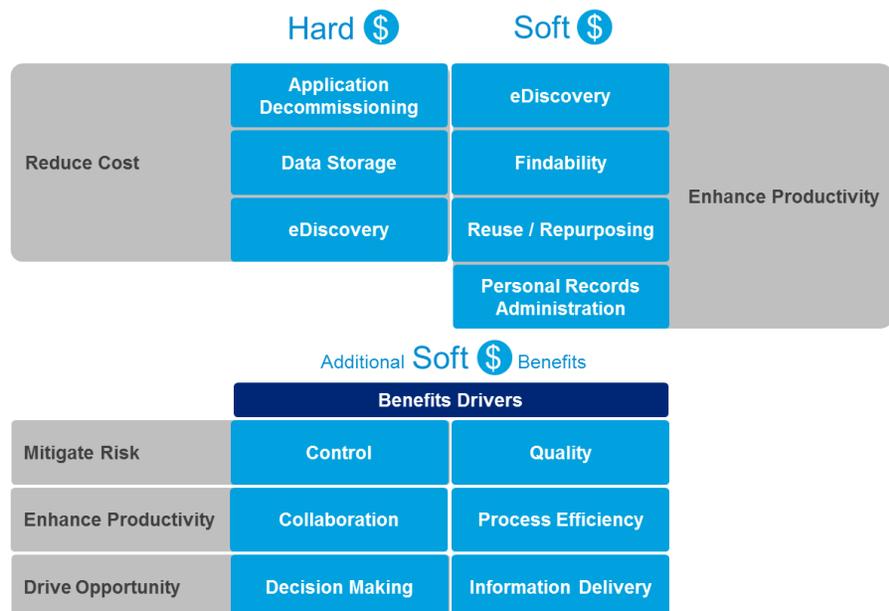enterprise information management to produce defined increases in specific business capabilities.

Corporations can realize several benefits including:

- **Reduced risk:** Reduce unneeded and expired information, and make your information easier to manage and discover. Reducing the volume of unneeded information lessens the risk of unfavorable content being discovered (or leaking). Additionally, knowing where to look for electronically stored information (ESI) reduces the chance of missing critical information when searching.

- **Cost savings:** eDiscovery, storage, and legal hold costs can be reduced with better management of information. Reducing "digital debris" decreases the overall scope of search and improves the chances of finding critical information in a timely manner. Further, reducing the volume of duplicates and non-value-added information directly impacts cost of discovery.

- **Improved service:** Archiving, eDiscovery, and Records Management may become less of a distraction and drain on IT and Legal. IT, Legal, and Business can focus more on customers and executing business strategy and less time on managing information and eDiscovery requests.

- **More effective governance:** ILM can introduce management rigor and controls that benefit the enterprise. ILM can bring the added bonus of improved management of information for the entire business.

The cost savings of implementing an Information Life Cycle Management Program are tangible

The foundational financial impact of an ILM program is based on both hard and soft dollar benefits to your organization.

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Hard $	Soft $	
	Application Decommissioning	**eDiscovery**	
Reduce Cost	**Data Storage**	**Findability**	**Enhance Productivity**
	eDiscovery	**Reuse / Repurposing**	
		Personal Records Administration	

Additional Soft $ Benefits

Benefits Drivers		
Mitigate Risk	**Control**	**Quality**
Enhance Productivity	**Collaboration**	**Process Efficiency**
Drive Opportunity	**Decision Making**	**Information Delivery**

ILM can add business value to both the enterprise and individual knowledge worker.

There are significant monetary savings that can be gained from the implementation of an Information Life Cycle program. You can reduce costs by:

- **Data storage:** Eliminating the cost of storing and maintaining information that has reached the end of its useful life or that exists as redundant and intermediate versions.

- **eDiscovery:** Reduce the aggregate cost associated with eDiscovery data collection, processing, hosting and review.

- **Application decommissioning:** Eliminating the costs associated with maintaining applications that have been designated as read-only and have reached the end of their useful life.

Savings Scenario: Implementing ILM = $3M in Cost Savings

How ILM implementation benefited business units by managing electronic and paper document classification and making sweeps obsolete through centralized storage.

Business Challenge	▪ Users "running from file sweeps" to avoid losing key documents stored locally ▪ Manually relocating files is not an option because shared LAN space is full ▪ Need to reduce paper files to support the move to the new campus

Current State	▪ Initiated a file clean-up project and in 4 months (Oct. 2012 - Feb. 2013) –
	  – Reduced used LAN space by **66%**, from **14.5 TB** to **5 TB**
	  – Documented and moved 1000+ boxes of paper files to offsite storage
	▪ Assuming $150 / hour, the effort cost **~$3M** requiring 3 WFD's for 850 employees - but costs are likely higher due to staff doing the clean-up
	▪ Effective, but inefficient tactical approach that does not address the root cause and must be repeated at some future point due to digital storage growth of ~20% per year
	▪ File clean-ups also do not address the bigger issues of finding the relevant information (paper or digital) or reducing research cycle time

ILM Enabled Capabilities	▪ Fully enabled, ILM would save the **$3M** cost by leveraging auto-classification, enterprise content management, scanning, and records management for paper and digital files ▪ Information would be classified and a disposal date assigned upon creation, documents would be automatically (and defensibly) disposed when expired

Benefit Areas	Data Storage	Findability	Process Efficiency	Control

There are also soft dollar savings from the implementation of an Information Life Cycle program. Your organization can enhance productivity through:

- **Findability:** Decrease knowledge worker time required to locate needed information. Reduce search time due to multiple file copies or inadequate metadata.

- **eDiscovery:** Improve productivity of individual custodians adhering to a legal hold order.

- **Reuse/Repurposing:** Reduce unnecessary document recreation and 'reinventing the wheel'.

- **Personal Records Administration:** Reduce the amount of manual administration required for knowledge workers to manage discretionary data.

> **Studies have found that a knowledge worker on average spends 30% of their time looking for information!**
> Source: Delphi Group

Knowledge worker time saved per year from not re-creating information assets	18	*hours*
Knowledge worker time saved per day searching for information owned by others	1.75	*minutes*
Knowledge worker time saved per month from reduced personal records administration	1	*hours*
Custodian time freed up from legal hold administration per day	7.5	*minutes*
eDiscovery collection hours saved per year	19,922	*hours*

Further, your organization should be able to mitigate risk through:

- **Control:** Improve the precision of applying legal holds. Provide mechanisms that increase the security of information assets.

- **Quality:** Improve information timeliness, relevance, trustworthiness, and transparency. Facilitate automated information monitoring.

Savings Scenario: Development

Term management and auto-classification tools can benefit Development taxonomy administrators and end-users by reducing taxonomy management overhead and improving information transparency.

Business Challenge	- Create and maintain a consistent, corporate vocabulary to reduce the guess-work related to nomenclature and improve navigation and search - Increase findability with more accurate, precise search results
Current State	- Taxonomy has been implemented but requires users to assign terms manually - Manual process leads to inaccuracies and can add an estimated **45** seconds to the creation of new documents, or **~$188** per year for every knowledge worker - Term management requires managing ~30 Excel spreadsheets making the update process labor intensive and large-scale, automated term deployment impractical
ILM Enabled Capabilities	- ILM taxonomy management and auto-classification could reduce the level of manual content classification by as much as 75% and add significant scale to term management - Qualitative benefits include improved metadata accuracy, search results, and information transparency - A centralized taxonomy management platform can enable changes to be propagated to the enterprise content management system automatically and provide governance workflow to support the term change process

Benefit Areas	Findability	Process Efficiency	Quality

Productivity can be enhanced through:

- **Collaboration:** Facilitating information sharing, personalization, and skill-based information mapping.

- **Process Efficiency:** Decreasing time required to complete information-intensive processes. Improving the agility of information delivery.

Opportunity can be driven by:

- **Decision-making:** Enabling intuitive business analytics that provide solutions to recurring issues.

- **Information Delivery:** Facilitating automated information delivery tailored to individual knowledge worker needs.

Information Life Cycle Management is adding business value to both the enterprise and individual knowledge worker. How much longer will you wait to implement this cost saving program?

To learn how you can put information to work for you to reduce costs and generate new revenue streams by implementing an Information Life Cycle Management plan at your organization, contact:

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