

CONNECTIONS

Recap of the Education Series topic: Is it Data? Is it a Record? Is it Information?

Letter from the Editor

Given the vast number of RIM and IG pros from all manner of organizations - public and private - who registered (1,614) and attended (869) our webinar *Is it Data? Is it a Record? Is it Information?* I can only conclude that we've reached a point in time when collectively we understand the importance of removing barriers that isolate the management of data and records.

Our guest speaker, Kelly McIsaac, AVP of Enterprise Data Lifecycle Management, reporting into the Office of the Chief Data Officer at TD Bank Group, encouraged us to look at the relationship between data and records through a "different lens"; **to think in more basic terms of objects**, whether used for input or as output. She spoke of the connectivity between data and records and the need to understand when that connection could, and should, be broken keeping risk in mind at all times.

So many of your questions harkened back to the heart of the matter: how to assign retention rules to data versus records given privacy, operational and other requirements. **Knowing your organization's data lineage is fundamental** in this effort - understanding the source and usage of the data is critical to arriving at rules that satisfy stakeholders. Assigning rules to a database is not as simple as giving it the retention rule of a record that is a "particular arrangement" of objects or fields pulled from the database. An attendee wrote, "As a business that needs data, I've been concerned that records retention for data was out of alignment with business need. But, I'm encouraged by what I heard today."

As we remain entrenched in the global COVID-19 pandemic, the conversation about data and records is timely. I quoted from an opinion paper published this March by the Association for Information Science and Technology titled "*Global health crises are also information crises: A call to action.*" Along with UNESCO, ARMA and other organizations, the paper's authors caution against the loss of data related to the COVID-19 pandemic, not only for historic archival purposes, but for use in data modeling for years to come. We also must be hyper-aware of how the collection of health-related data, and records created from the data, as governed by so many entities around the globe, is managed in a potentially grey zone between privacy and transparency.

In closing, the purpose of the webinar was to stimulate discussion; to consider new information management practices, inclusive of both data and records and new collaborators. Judging from the record-breaking 119 questions we received, it met its goal in sparking ideas. There is still much conversation to be had about this subject.

If you would like to review what we covered on the *Is it Data? Is it a Record? Is it Information?* webinar, you can access the [recording on our website](#) or the [presentation slides here](#).

Until then,

Sue Trombley

Data, Records and COVID-19



The COVID-19 pandemic has disrupted business as usual and prompted most organizations to send their workers home. The coronavirus crisis is hitting the world's economy hard, creating great uncertainty for both employees and employers. The implications have yet to fully unfold, but for now we're all working hard to keep our loved ones safe and somehow keep business moving forward.

[Read this blog post by Kevin Craine on information governance during a crisis](#) →

Maximize the Benefits of Information Lifecycle Management

As privacy regulations continue to tighten, the benefits of information lifecycle management have become more clear.

[Read the blog post by Lori Tripoli](#) →



The Secret Sauce for Complying with Privacy Regulations

Iron Mountain Corporate Counsel Steve Lester presents his recipe for information governance practices that keep data safe, secure and also available for timely compliance with consumer requests.

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