

Contents

Acknowledgements	vii
Acronyms and abbreviations	ix
Glossary of terms	xi
1 Introduction	1
Rationale	1
Data and information	2
Information as an asset	2
Where is our information?.....	4
Threats.....	5
Standards, frameworks and a framework for information governance and assurance.....	6
Policy	6
Assurance	6
How to use this book	7
2 The laws and regulations	9
Introduction	9
A standard for records	11
The Information Commissioner's Office	15
The Freedom of Information Act 2000.....	15
Data protection	20
Environmental Information Regulations (EIR).....	37
Policy	39

IV INFORMATION GOVERNANCE AND ASSURANCE

The role of the information professional	41
Discussion points.....	41
Conclusion.....	42
References.....	42
3 Data quality management	47
Introduction	47
What is data quality?	48
Dimensions of data quality	50
A different perspective.....	55
Example.....	56
Data quality tools	58
Products versus processes.....	67
Data silos	71
Master data management (MDM).....	72
Single customer view.....	73
Further library examples	74
Data quality policy/strategy	75
The role of the information professional in data quality management.....	77
Discussion points.....	77
Conclusion.....	77
References.....	78
4 Dealing with threats	81
Introduction	81
Internal threats	82
External threats	87
The law	100
Policy	101
Exercise	109
Conclusion.....	110
References.....	110
5 Security, risk management and business continuity...113	
Introduction	113
The security environment	115
Strategy and tactics	117

Standards – the ISO 27000 series	123
Practical measures	126
Risk management	133
Business continuity management (BCM).....	141
Policy	145
Exercises	153
Conclusion	153
References.....	154
 6 Frameworks, policies, ethics and how it all fits together	157
Introduction	157
Moving from standards to frameworks	158
The information governance and assurance framework in operation	174
Ethics	176
The role of the information professional in the information governance and assurance framework	179
Discussion points.....	180
Conclusion	180
References.....	181
 Discussion points and exercises.....	183
 Index.....	187