State of information governance in Canadian organisations

Research project description

We ask for your contribution to this study by answering the following questionnaire. Completing the questionnaire requires 20 minutes. Your participation is voluntary and anonymous. The questionnaire will be available until October 30th, 2015.

Description of the study:

As part of its activities, the *Groupe interdisciplinaire de recherche en gouvernance informationnelle* (Interdisciplinary research group on information governance) (GREGI) is undertaking a study to assess the state of information governance in Canadian organisations. An organisation is usually defined as a group of individuals working together to achieve a common mission and is generally organised in administrative units (divisions, departments, etc.).

Information governance is defined as an accountability framework that provides the basic principles and rules, management structure, and information management methods so that information is used effectively and efficiently in the organisation. This framework specifies expected behaviors for the creation, storage, evaluation, provision, use and sharing of information.

The main informational challenges faced by organisations relate to the concepts of risk, security, integrity and availability of information contents and information systems, and the development and maintenance of an information culture shared by all organisational actors.

The results of this study, including conferences and papers, will be made available on GREGI website (http://www.gregi.org).

Researchers:

- Dominique Maurel (dominique.maurel@umontreal.ca), Associate professor, *École de bibliothéconomie et des sciences de l'information (EBSI)*, *Université de Montréal*
- Christine Dufour (christine.dufour@umontreal.ca), Associate professor, *École de bibliothéconomie et des sciences de l'information (EBSI)*, *Université de Montréal*
- Natasha Zwarich (zwarich.natasha@uqam.ca), Professor, *Département d'histoire*, *Université du Québec à Montréal*

Rights and responsibilities:

For questions related to this study, contact Dominique Maurel at 514-343-7204 or by email at dominique.maurel@umontreal.ca

For concerns on your rights or on the researchers' responsibilities regarding your participation in this project, contact the *Comité d'éthique de la recherche en arts et en sciences* by email at ceras@umontreal.ca or by phone at 514-343-7338 or visit the website at http://recherche.umontreal.ca/participants

Complaints related to your participation in this study may be addressed to the ombudsman of the *Université de Montréal* by phone at 514-343-2100 or by email at ombudsman@umontreal.ca (the ombudsman accepts collect calls).

This project is approved by the *Comité d'éthique de la recherche en arts et en sciences* of the *Université de Montréal*. Project no CERAS201415225D.

Thank you for you cooperation.

Participant consent

- I understand that I can ask questions to the researchers about the research project and this questionnaire.
- I understand that by participating to the research project and answering this questionnaire, I do not waive any of my rights nor do I relieve researchers of their responsibilities.
- I understand that there is no particular risk to participate in this research project and to answer this questionnaire.
- I understand that my responses are anonymous and that the transmission of the requested data in totality or in part to the researchers team will be interpreted as a manifestation of my free will to contribute to the research project. It is understood that I can stop to answer this questionnaire at any time, without justification and prejudice

Click on "Next" if you agree and want to start answering the questionnaire.

There are 25 questions in this survey

Section 1 - Perception of the concept of information governance

1 []Based on the definition presented earlier, are you already familiar with the concept of "information governance"?

Please choose **only one** of the following:

○ Yes

○ No

Definition of "information governance": Information governance is defined as an accountability framework that provides the basic principles and rules, management structure, and information management methods so that information is used effectively and efficiently in the organisation. This framework specifies expected behaviors for the creation, storage, evaluation, provision, use and sharing of information.

2 []If you name this concept differently, please specify:

Please write your answer here:

3 []If you use a different definition from the one presented in question 1, please provide your definition:

Please write your answer here:

Section 2 – Operationalisation of information governance in your organisation

4 []What are the main areas of intervention of information governance in your organisation?

Please choose **all** that apply:

☐ Information architecture

☐ Library science

☐ Management of digital information (content)

☐ Management of historical archives

☐ Knowledge management

☐ Records management

☐ Data management (e.g. metadata/big data)

☐ Risks management

☐ Management of information technology (systems)

☐ Strategic information management

☐ Competitive intelligence

☐ Other: [ ]

5 []Which mechanisms are in place in your organisation to operationalise information governance activities?

Please choose **all** that apply:

☐ Electronic discovery

☐ Process analysis

☐ Informational risk analysis

☐ Audit and accountability

☐ Performance metrics

☐ Strategic planning

☐ Other: [ ]

6 []Which specific tools have you implemented in your organisation to operationalise information governance activities?

Comment only when you choose an answer.

Please choose all that apply and provide a comment:

☐ Records management tools (classification plan, retention schedule, index, thesaurus, etc.)

[ ]

☐ Library or documentation center management tools (classification system, library catalog, index, thesaurus, etc.)

☐ Technological tools (information systems, ECM software, collection management software, etc.)

☐ Policies and procedures

☐ Other

Section 3 – Actors of information governance in your organisation

7 []Which services, directions or divisions are responsible for the various aspects of information governance in your organisation?

Please write your answer here:

8 []What are the main responsibilities related to information governance of the services, directions or divisions that you specified in the previous question?

Please write your answer here:

9 []What are the different job categories involved in information governance in your organisation?

Please choose **all** that apply:

- ☐ Information architect
- ☐ Archivists of historical archives
- ☐ Lawyers
- ☐ Librarians
- ☐ Documentalists
- ☐ Digital information managers
- ☐ Knowledge managers
- ☐ Records managers

☐ Data administrators

☐ Strategic information managers

☐ Risk managers

☐ Information technologies managers

☐ Managers (other)

☐ Access and privacy administrators

☐ Competitive intelligence experts

☐ Other: [   ]

10 []If there is a committee or a multidisciplinary working group in your organisation dealing with information governance: a) what is the name of the committee or working group? b) what is its composition (job categories)?

Please write your answer here:

[   ]

11 []If applicable, what is the committee's or working group's official mandate?

Please write your answer here:

[   ]

12 []In your opinion, what additional skills to those related to information sciences (archives, library, etc.) are necessary for the implementation of information governance in your organisation?

Please choose **all** that apply:

☐ Communication

☐ Law

☐ Training skills

☐ Management (human resources, finances, etc.)

☐ Project management

☐ Change management

☐ Other: [   ]

Section 4 - Context surrounding the implementation of information governance in your organisation

13 []How do you perceive the level of importance of information governance to your organisation?

Please choose **only one** of the following:

○ Not important

○ Somewhat unimportant

○ Somewhat important

○ Very important

○ Do not know

14 []What was the trigger that generated a concern for information governance in your organisation (if any)?

Please write your answer here:

15 []What are the elements that facilitate or could facilitate the implementation of information governance in your organisation?

Please write your answer here:

16 []What are the elements that hinder or may hinder the implementation of information governance in your organisation?

Please write your answer here:

Section 5 - Organisational and professional profiles

17 []In which province or territory do you work?

Please choose **only one** of the following:

○ Alberta

○ British Columbia

○ Prince Edward Island

○ Manitoba

○ New Brunswick

○ Nova Scotia

○ Nunavut

○ Ontario

○ Quebec

○ Saskatchewan

○ Newfoundland and Labrador

○ Northwest Territories

○ Yukon

18 []What is the sector of your organisation?

Please choose **only one** of the following:

○ Public sector

○ Parapublic sector

○ Private sector

○ Associative sector

○ Other [   ]

19 []In what type of organisation do you work?

Please choose **only one** of the following:

○ Associations / Professional bodies/ Foundations

○ Religious communities and associations

○ Culture / Leisure/ Museum

○ Teaching institutions

○ Municipalities

○ Federal government agency

○ Provincial government agency

○ Private institutions

○ Public services

○ Historical society

○ Other [   ]

20 []What is the size of you organisation?

Please choose **only one** of the following:

○ Micro organisation: 1-4 employee(s)

○ Small organisation: 5-99 employees

○ Medium organisation : 100-499 employees

○ Large organisation: 500 employees or more

21 []What are your main areas of expertise of your current position? (areas of intervention)

Please choose **all** that apply:

☐ Information architecture

☐ Library science

☐ Management of digital information (content)

☐ Management of historical archives

☐ Knowledge management

☐ Records management

☐ Data management (e.g. metadata/big data)

☐ Informational risks management

☐ Management of information technology (systems)

☐ Strategic information management

☐ Competitive intelligence

☐ Other: [   ]

22 []What is your professional group?

Please choose **only one** of the following:

○ Technician

○ Professional

○ Manager

○ Other [   ]

23 []For how many years have you been working in your organisation?

Please choose **only one** of the following:

○ Less than a year

○ 1-5 years

○ 6-10 years

○ 11-15 years

○ 16-20 years

○ 21 years or more

24 []In your opinion, which of your work experiences are the most useful to perform your tasks related to information governance (job categories, achievements, completed projects, etc.)?

Please write your answer here:

Section 6 - Comments

25 []Please share any other additional comments on aspects of information governance that are not covered in the questionnaire.

Please write your answer here:

Thank you for taking the time to complete this survey. Your participation is crucial to obtain a representative picture of the reality of the environment.

Dominique Maurel

Natasha Zwarich

Christine Dufour

GREGI steering committee

11-25-2015 – 12:33

Submit your survey.
Thank you for completing this survey.