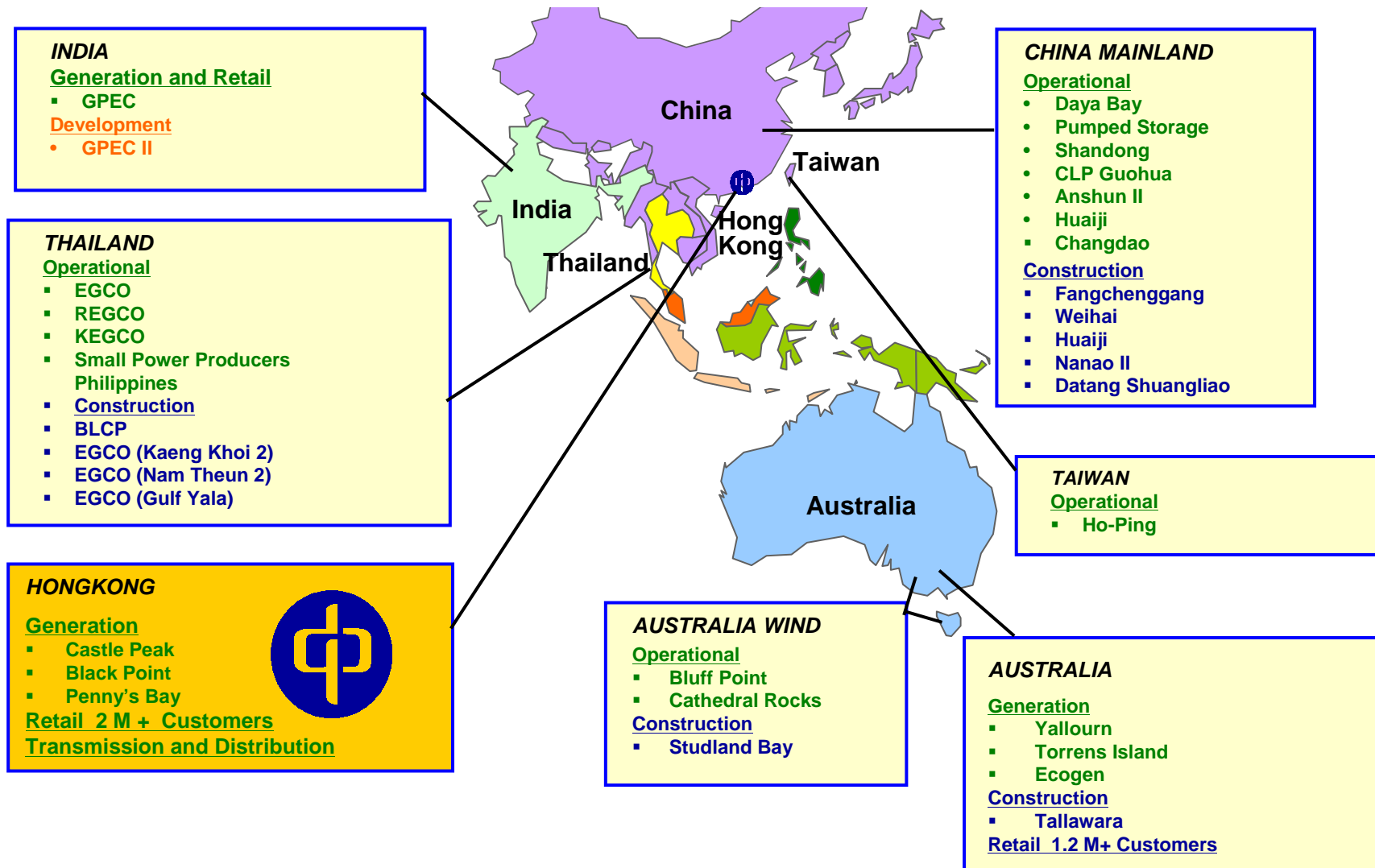


# Managing Critical Enterprise Information and Content

Dr. Philip Nesci  
CLP Power  
June 2009

# Agenda

- **Introduction**
- **Information Management Challenges**
- **Document and Records Management**
- **CLP Case Study**
- **Lessons Learnt**

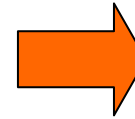


**CLP owns / operates / under construction : 17,000 MW**

# Think your information assets are managed? Think again.....



+



## Corporate Information

- Files..
- Emails...
- LAN Drives...

## Regulatory Pressure

- SOX – Compliance
- Canadian, EU Legislation
- Government
- Shareholders
- Litigation

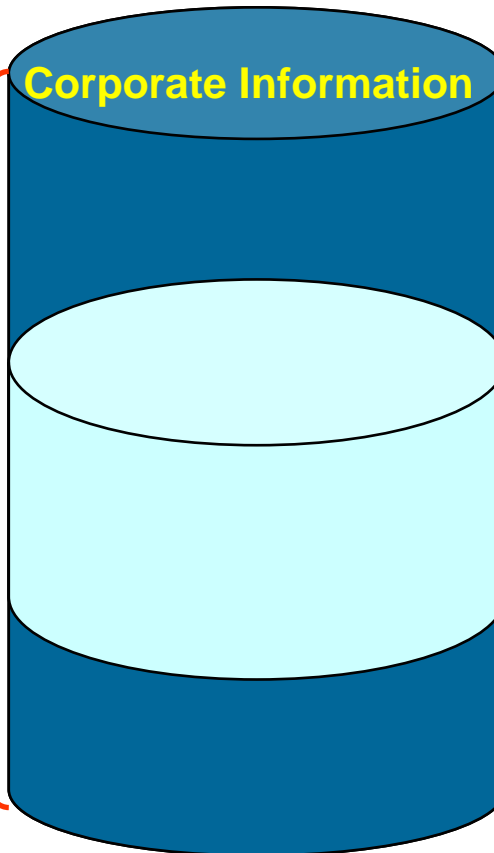
## Response?

- Document Management?
- Records Managers?
- Procedures?

# Document Management and Records Management .... the real difference

## Document Management

- Document = information item
- Document Management
  - Control of creation, capture, versioning, collaboration, security of documents



## Records Management

- Record = evidence of doing business
  - Regulated e.g.. Legal, financial
  - Non-Regulated e.g.. Purchase order
  - Vital Records – critical for disaster recovery
- Records Management
  - Control, access and disposal of records – lifecycle management.

## Why Records Management is key

- Getting information to the right people efficiently
- Increasing complexity and cost of regulatory compliance
- Good corporate governance
  - Shareholders
  - Mergers/ Acquisitions
- Information is a corporate asset
- Managing Risk in litigation

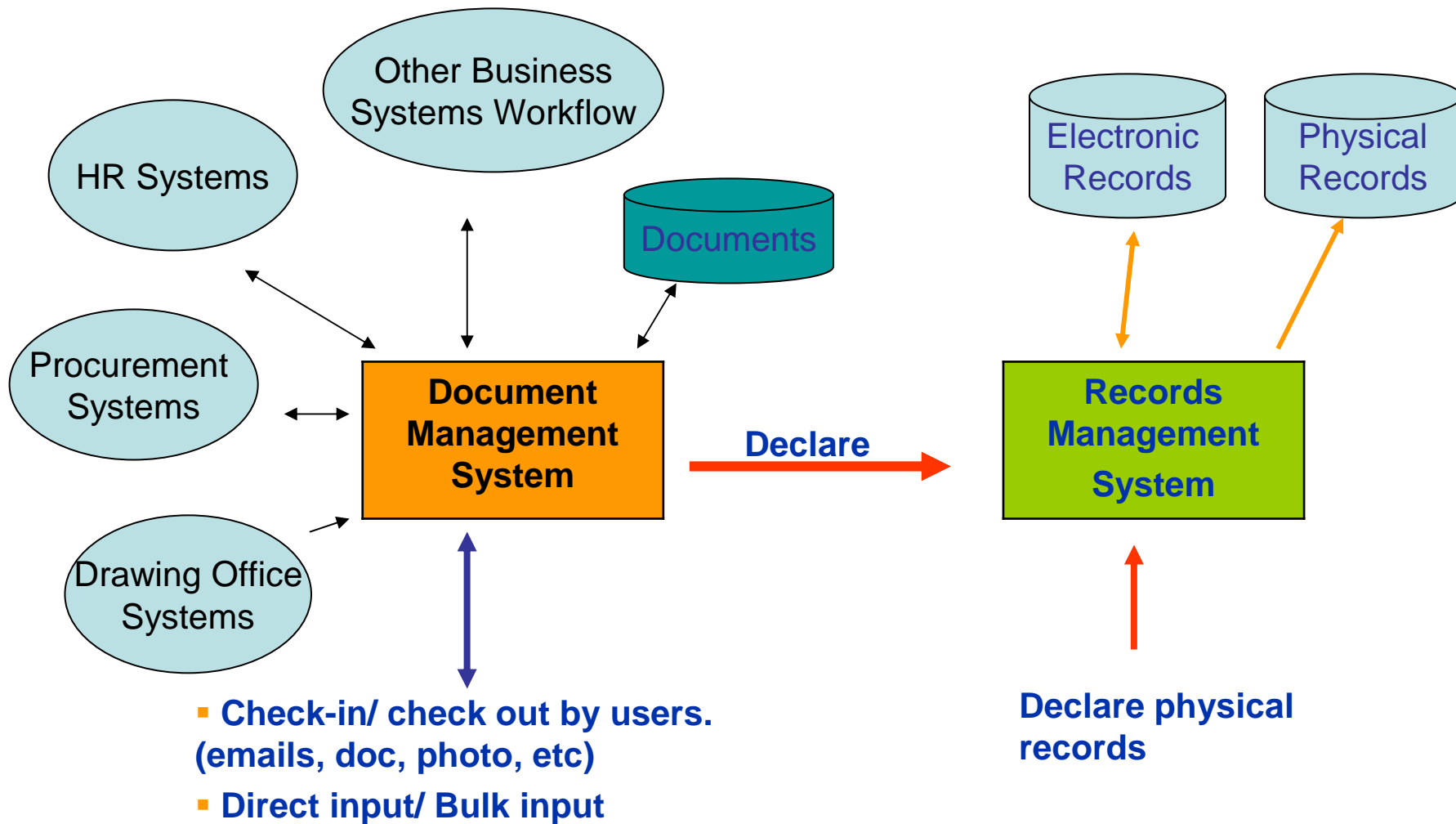


## CLP's Objectives in Implementing Records Management

- To strengthen legal compliance of CLP Group companies through implementation of record management systems and processes
- Enhance accessibility and manageability of compliance records through centralizing them in one computer system
- Improve productivity through easier retrieval of records



# Document & Records Management Architecture



\* Document and Records Management powered by IBM FileNet P8



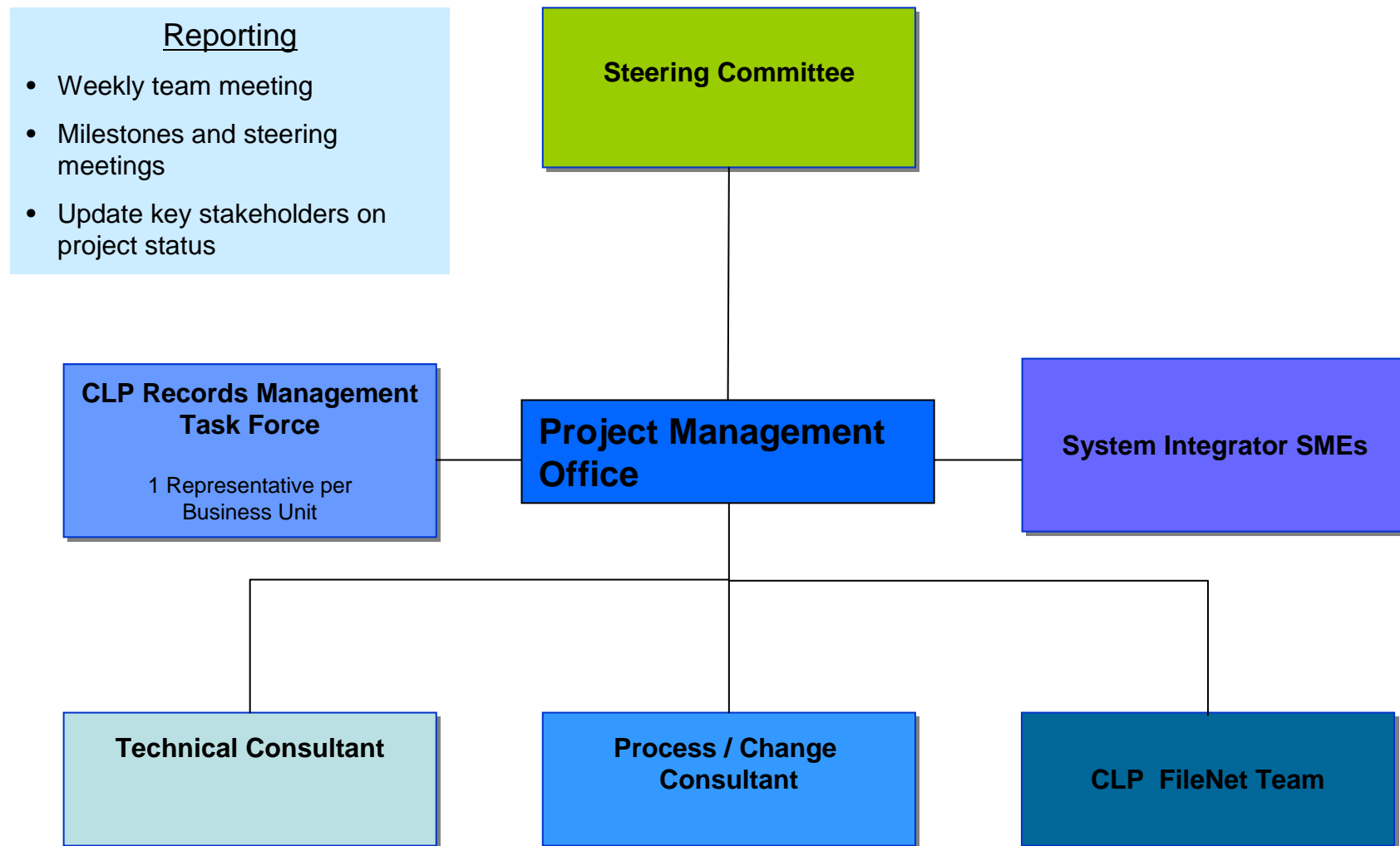
# Implementing Corporate Records Management is a journey



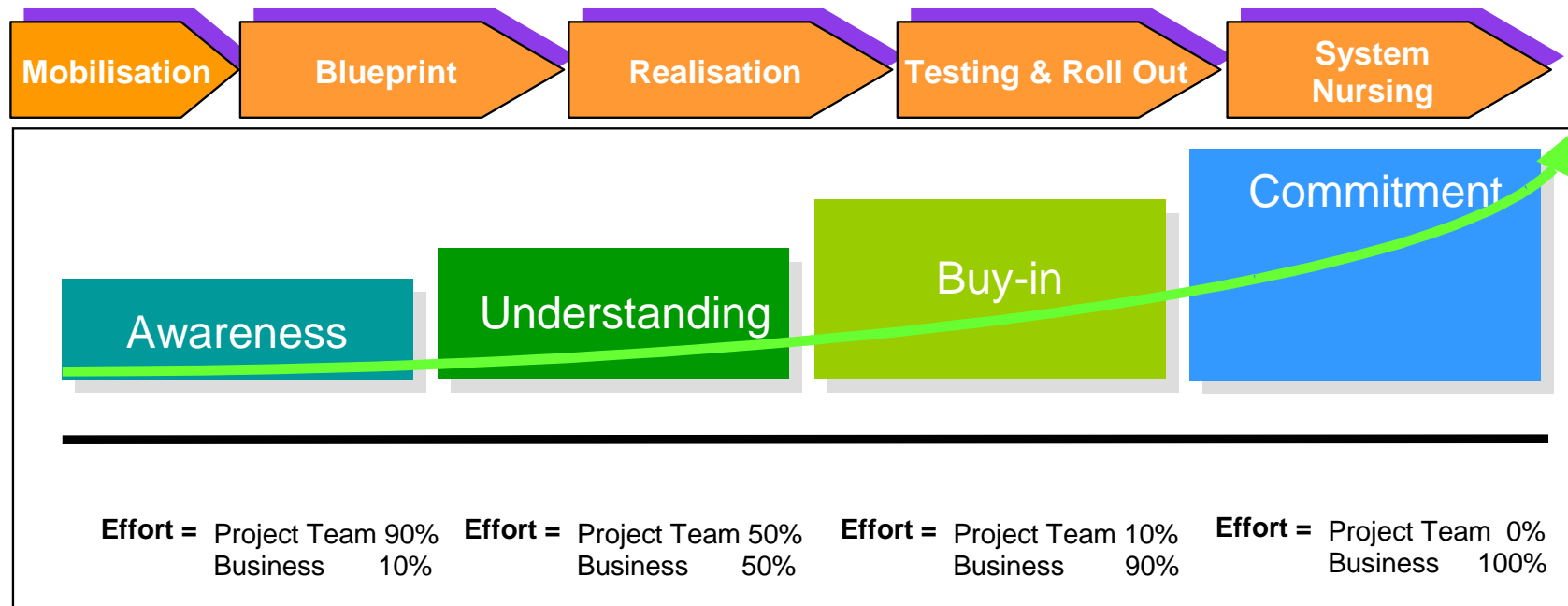
## Some Critical Success Factors

<b>Factor</b>	<b>Impact</b>
Executive-level Program Responsibility	Visibility to importance of records management – ‘lead by example’
Policies and Procedures	Implementation of a consistent, repeatable process
Delegation of Records Management Responsibilities	Promote ownership in process and benefits future program growth
Building internal capability, training communication - sustainability	Reinforces everyone has a role in records management Builds confidence in the process and system
Continuous Audit and Monitoring	Sustains an effective and consistent program
Keep it Simple	Goal – make records management ‘Business as usual’

# A multidisciplinary project team approach



# Change Management is Always a Challenge



## Key Channels

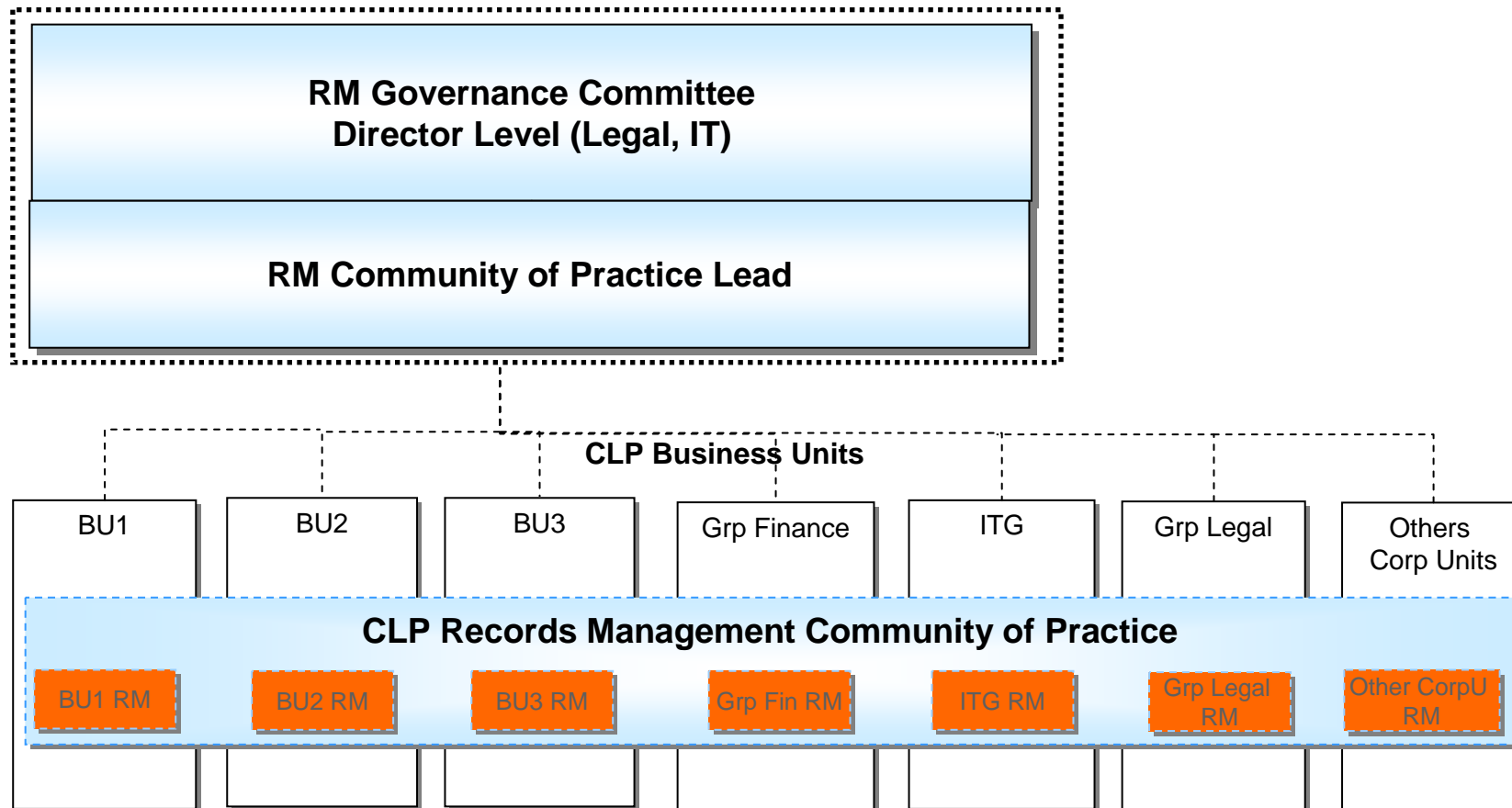
- Project Website
- E-learning
- Broadcasts
- BU representatives
- Face-face briefings

# New Roles in Records Management

- **Owner versus Custodian**
  - Owner – record is serving an active business purpose
  - Custodian – retention management and disposition
  
- **Typical Roles**
  - ‘Steering Committee’ provides overall governance for records management
  - Sponsor – provides budget, resources oversight of program
  - Corporate Records Manager – owns strategy, policy, procedures, and records management tools
  - Business Process Records Manager – owns retention schedules and guidelines specific to business process
  - Company employee - every employee should understand they manage records

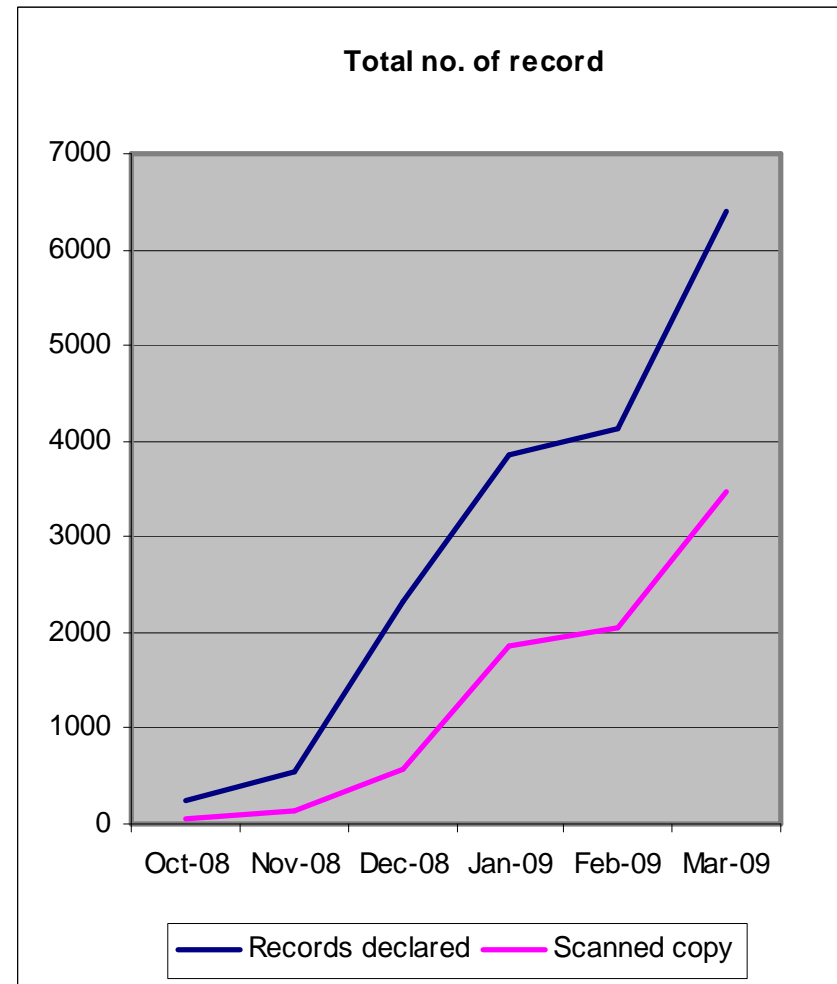


# Records Management Governance Structure



## Monitoring the Adoption

Business Units	Records Declared
Corporate Finance	10,000
Business Group 1	12,000
Contracts & Procurement	3,000
Group Finance	15,000
Group Legal Affairs – Legal & Insurance and Claims	1,000
Group Corporate Secretarial	500
Group IT	100
<b>Total</b>	<b>50,000</b>



## Lesson Learnt

- **Ensure stable technology platform**
- **Manage integration with other systems**
- **Data conversion effort is typically more than expected**
- **Reinforce objectives and benefits of initiative**
- **It is a journey!**





# Q&A

