The Responsibility of Information Management

Atle Skjekkeland, CEO of Infotechtion
Atle Skjekkeland is a Norwegian technology entrepreneur and executive who currently serves as the CEO of Infotechtion, a software development company specializing in digital transformation and data management. Skjekkeland has over 20 years of experience in the technology industry, having worked in various leadership roles for companies such as IBM, Oracle, and Tieto.

Prior to joining Infotechtion, Skjekkeland served as the Global Director of Information Management at Tieto, where he oversaw the company’s business intelligence and analytics services. He has also been recognized as an expert in the field of information management and has published several articles on the subject.

Skjekkeland holds a Master's degree in Computer Science from the University of Oslo and has completed executive education programs at both Harvard Business School and INSEAD. He is also an avid skier and has competed in several national and international ski races.
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Information Management journey

From the Paper Era to the Electronic Document Era

Image: “Office Space” movie, 1999
Information Management journey

To Everything Everywhere All at Once

Image: “Everything Everywhere All at Once” movie, 2022
The Responsibility of Information Management

- Sensitive information that needs to be managed to ensure confidentiality, integrity, and availability, but also storage limitation and data minimization

- Emails, chats, and files in MS Teams, Exchange/Outlook, OneDrive for Business, SharePoint, Azure, and 3rd party IT systems

- Information of business or regulatory value that needs to be governed to ensure authenticity, integrity, reliability and availability.

- Private data stored in corporate systems

ALL COMPANY DATA

PRIVATE

SENSITIVE

RECORDS
Transform the value of information

All stored information can be valuable input for machine learning, artificial intelligence and chatbots. Information Management acts as a system of understanding.

Leverage collective knowledge, thereby facilitating re-use of information (best practices, templates, project information, standards, guidelines, etc.). Information Management acts as a system of engagement.

Compliance and corporate memory. Safeguard important information, be compliant (manage risks and avoid fines) and ensure key information is discoverable. Here, Information Management acts as a system of record.
1. Define outcomes and capabilities

Use information to add value, reduce costs, mitigate risks, and create new opportunities.
2. Save space for serendipity
Microsoft Copilot

- Microsoft Copilot relies on a company’s pre-existing information to automatically generate emails, letters, reports, presentations, etc.
- The results will depend on the quality of the information.
3. Have a Specific Plan to Drive Participation
4. Build Comprehensive Governance

AI depends on Information Governance

• AI depends on trustworthy information to create trustworthy answers and recommendations

• Google failed at this when launching their AI chatbot Bard with wrong facts, which contributed to Alphabet losing $160 billion in value
Microsoft Copilot requires governance

Copilot surfaces ALL organisation data which individual has at least view-permissions

> 50% at risk

Majority of Data has no classifications or Microsoft Information Protection classifications

> 80% at risk

AI generated content is likely to add more sensitive data scenarios.

> 40% at risk
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<th>Infotechtion approach to support Microsoft Copilot readiness</th>
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<tr>
<td>1.</td>
<td>Automate Least privilege permissions.</td>
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<td>3.</td>
<td>Automate data lifecycle management workflows to delete ROT, temp, duplicate data.</td>
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<td>4.</td>
<td>Actionable insights to manage new sensitive data generated by users / AI.</td>
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<td>5.</td>
<td>Educate Copilot users and privacy-compliance SMEs.</td>
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5. Set the Right Foundations

Vincent Van Gogh,
The Outskirts of Paris, 1886
Standardize on IT platforms

DESIGN DYNAMIC DIGITAL INITIATIVES

- Digital Initiative 1
- Digital Initiative 2
- Public Initiative 1
- Public Initiative 2
- IoT Initiative 1

PLATFORM FOR AGILITY, GROWTH, AND RESILIENCE

- Information Services
- Global Scale
- Compliance & Governance
- Cloud Infrastructure
- Security & Authorization

Source: McKinsey
Leverage Microsoft Purview for Data Security and Governance

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<th>Strategy and Planning</th>
<th>Retain and Protect</th>
<th>Prevent Data Loss</th>
<th>Investigate, Manage Insider Risks, Value Leak</th>
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<td>Compliance Manager</td>
<td>Current State Score</td>
<td>Retention, Sensitivity Policies</td>
<td>AAD authenticated users have access to data</td>
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<td>Priva privacy risk insights</td>
<td>Premium Assessment Templates</td>
<td>Retain, protect and govern information of value</td>
<td>Insider Data Leak</td>
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<td>Content Explorer</td>
<td>Priva – Policies</td>
<td>Insider risk: unusual activity detection</td>
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<td>Manage sensitive data minimization, transfer, exposure</td>
<td>Policy Tracing of potential leak</td>
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<td>Priva DSAR</td>
<td>Data Subject Access Request - DSAR</td>
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<td>Data Loss Prevention</td>
<td>Litigation</td>
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Unified Audit Logging + Graph API + Content Search + Data Classification, Activity Explorer

Prevent data loss across clouds, apps and endpoints
Got questions?

I'll text you back later.

Morten Søndergaard, *I'll text you back later*, 2020

Atle.S@infotechtion.com

www.Infotechtion.com