



President's Letter

The IBPL Documentation Management Process Area defines Documentation Management as “The act or instance of the supplying of documents or supporting references or records for optimized accuracy and access to data”. Documentation Management has in my viewpoint a bad wrap, and is not the most glamorous of all the Key Process Areas. Though true, Document Management seriously impacts the other Key Process Areas and the business drivers we identified for all – Risk, Financial and ROI. What impact can poor document management have on the operations of your organization?

Let's take a look at that impact. Clearly many out there have been through a compliance audit or heard the horror stories from one. IAITAM educates its course attendees on the merits of Document Management as it pertains to software license compliance, but it also carries over into areas specific to disaster recovery, making sure your T&C's are well defined and that you have accurate reporting capability of those assets that you own. The risk is there and the financial impact can be off the charts if the organization has no Document Management Processes in place. Imposed penalties are definitely not budgeted line items and impact to the organization's bottom line and reputation would definitely justify the ROI for proper Document Management.

The supporting documents for the Document Management KPA set the base for how the organization implements purchased products and the terms of use for the organization. An organization cannot arbitrarily install purchased software without knowing the T&C's in the EULA – the End User License Agreement. Violations of those T&C's can be costly to the organization if audited. Having a Document Management repository would make this information available to the appropriate parties to avoid missteps of this nature thus Risk avoidance to the company.

Another example Financial impact is minimized is when a Document Management repository identifies all related expenses for a particular asset. This information is important to the organization when determining value versus the overall asset cost at budget time.

With the natural disasters over the past month especially those some of us have witnessed here in the US firsthand, the floods in Iowa, down the Mississippi River and elsewhere, think of how a complete record of your IT assets would affect the disaster recovery plans and business continuity. How would a Document Management program impact an organization's ability to recover from such a catastrophic event in terms of time and money?

Legislation Management dictates document retention ranging from email correspondence on down to the records of your accounting and auditing staff. Organizational Risk has increased because of legislative efforts around the globe creating new issues to be aware of. The impact is both Financial and in some cases personal. Abide by or suffer the consequences such as monetary penalties which can be steep and include jail time for senior management.

These are just a few examples of why organizations must manage their asset documentation. Be aware though that Document Management is not a one shot effort. In most instances, there is regular maintenance and lifecycle processes surrounding Document Management for an organization. Like ITAM as a whole, Document Management is an ongoing series of processes supporting the goals of the organization in managing the basic business drivers of Risk, Financial and ROI.

Today's complex world of information technology creates many efficiencies in the work environment, but those same technology tools have to be documented and are regulated which generates more on your plate as an IT Asset Manager, but adds value to your role within the organization!

A handwritten signature in black ink, appearing to read 'Barbara Rembiesa'.

Barbara Rembiesa
President and Founder
IAITAM