

**Information Governance
Products and Services**

**Requirements/Maturity
Markers**

**Products and Services -
IG Consulting**

IG Structure	Executive Sponsorship	IG Consulting
	Qualified IG Leader	Provide an IG Leader to oversee IG Program
	IG Oversight Group	Provide support to facilitate IG Meetings, Oversee Program and Coordinate with IG Group
	IG Charter, Policies, Procedures	Provide support to develop IG Charter, Policies, and Procedures
	IG Roles and Responsibilities	Provide support to develop documentation of job descriptions, roles, and responsibilities for IG Program
	Funding (Capitol/Operational)	Provide assistance in the development of the budget and tools to measure success
Strategic Alignment	Aligned with Organizational Strategy	Provide assistance in the development of the organizations IG plan to ensure there is recognition that reliable information directly supports the organization's ability to achieve its strategic and tactical goals
	Consumer-Centric Information Enablement	Provide support to assess and develop needed tools to support consumer-concentric information
	Social Media Policies & Management	Provide support to develop policies and procedures for social media
Enterprise Information Management	Establishment of EIM	IG Consulting
	Records and Information Classification	Provide oversight and support in the development of an overall plan for the organization and classification of data, information, and records



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	Information Asset Inventory	Provide oversight and support in the development of an information asset inventory
	Organization-wide storage management policies and protocols	HIM Consulting – Provide support to develop policies, procedures for organization-wide storage management
	Electronic Clinical Systems Governance/EHR Governance	Consulting/CDI Program – Provide the oversight and support for the development and monitoring of a clinical documentation management program
	Retention & Disposition Management	Provide the support to develop policies & procedures for retention and disposition of all media/records/data
	Long Term Digital Preservation Program	Provide the support to develop a LTDP Plan
	Information Sharing, patients, residents, and their representatives	Provide the support to develop education of patients, employees, physicians, residents, etc. regarding information sharing. PCG Consulting can also assist in the evaluation and development of API/Portals for information sharing
	Patient Information Request Automation	Provide support to evaluate current or perspective automation for patient information requests

Data Governance	Establishment of Data Governance Program	Lead/assist in the development of a Data Governance Program
	Business process data ownership	Lead/assist in the development of a centralized data organization at the enterprise level
	Effective use of data stewards	Develop a data stewardship program. Develop data stewardship training and tools
	Master data management	Assist with identification, selection and implementation of an enterprise master data management technology



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	Data Classification	Lead and assist with the development a formalized structure for classifying data to ensure data classification is implemented across the entire organization
	Data Quality	Assist with the development of a coordinated, multi-disciplinary team who is formally organized to address data quality standards and best practices
	Metadata Management	Develop documentation of standardized metadata terms to identify information, information creators and users, and the areas where they are utilized
	Data Governance Policies & Procedures	Develop policies and procedures for data governance that include: <ol style="list-style-type: none"> 1. Data quality and monitoring 2. Data classification 3. Data stewards and data owners 4. Master data management 5. Metadata management

IT Governance	IT Governance Program	Lead in the development of a formalized IT Governance Program to include goals, policies, and practices
	IT Governance Scope	Lead in the establishment of the IT Governance program
	IT Change Management	Provide consulting expertise to assist in the development of Policies to address change management processes and expectations
	Business Continuity	Privacy & Security Consulting – Lead and support in the development of a comprehensive business continuity plan based on industry standards e.g.

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		ISO, that is integrated into the organization's emergency management plan
	Disaster Recovery	Privacy & Security Consulting – Lead and support in the development of a comprehensive disaster recovery plan that is integrated into the company's emergency management plan. Provide oversight in the development of standard policies and protocols for disaster recovery, preservation, or risk management resource
	Mobile Device Management	Privacy & Security Consulting – Lead and support the development of a mobile device management plan (MDM) to include encryption for storage, secure methods of communications of confidential information, password requirements, timeouts, updates, hacking protections, and mobile device management technology to manage remotely and force controls to the device
	e-mail Policies Management	Privacy & Security Consulting – Lead and support the development of organizational policies to include privacy, security, protection against email threats, email monitoring, attachments, personal use, encryption, and reduction of liability related to eDiscovery into consideration when determining email retention policy
Analytics	Analytics Aligned with Organizational Strategy	
	Analytics- Scope and Fit for the Organization	Assist in the development of an Analytics team to promote process standardization, use of best practices, synergy, elimination of duplication, and effective use of the organization's resources

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	Access to Analytics	Assist in the selection of analytic tools, resources, reports (on demand and standardized) that add value and measurable impact for the organization
	Analytics Tools appropriate for organization's Scope	Assist the analytics team to evaluate, justify, select and implement resources, tools and solutions essential for effective organizational data analytics

Privacy and Security		Privacy & Security Consulting and Primeau Consulting Group P&S Solutions Toolkit
	Administrative Safeguards	Lead and support the development of policies and procedures to manage the use and maintenance of security measures for information across the organization
	Technical Safeguards	Conduct Security Risk Analysis and develop road map to mitigate risk to ensure technical controls are defined, implemented and managed centrally for all information assets
	Physical Safeguards	Conduct Security Risk Analysis, develop road map, and physical security plan to ensure physical measures are address and policies, and procedures are developed to protect the organizations information from natural and environmental hazards and unauthorized intrusion
	Information Access Management	Provide consulting to assess and develop organization-wide role-based access for the workforce
	Information Sharing Protections	Provide consulting support to identify and implement tools and/or technologies to support secure information-sharing across the organization

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	Information Sharing with BA	Assess and make recommendation of Business Associates of data use and information sharing agreements
	Incident and Breach Management	Develop and assist in the implementation of a documented breach management process. Provide subsequent workforce education. Oversee the formation of an incident/breach response team
	Security Risk Assessment and Risk Management	Conduct a Privacy and Security Risk Assessment to include mitigation strategies
	Employee Sanctions Process	Develop a workforce sanctions policy that includes privacy, security, and inappropriate use of information sanctions for all information assets
	Maturity of Security Program	Lead and support the organization in obtaining certification or accreditation of the security program, including IT/IS and system controls by a third-party reviewer including use of a security maturity model (e.g. HITRUST, NIST, etc.)

Regulatory & Legal	Legal/e-discovery response	Lead the development of an organization-wide policy and procedure for legal response and eDiscovery request processing
	Legal Hold Response	Lead the development of an organization-wide policy and procedure for legal hold request processing
	Chain of Custody	Develop organization-wide practices and protocols to establish and communicate chain of custody of its information
	Regulatory Audit Response	Develop an organization-wide policy and procedure for regulatory audit requests and processing to ensure regulatory audits are responded to in a



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		timely fashion due to consistent search, access, capture and retrieval of information capability
	Mandatory Reporting	Lead in the evaluation and implementation of advanced tools and technologies to enable accurate, expedient and auditable response

Awareness & Adherence		IG Education
	Awareness and Education Program Scope	Develop and enable a role-based educational program embedding information governance competencies and principles for new employees and annual training
	Awareness and Education Program Practices	Implement role-based IG education delivery via multiple methods and platforms for all members of the workforce, including information-sharing partners
	Trained IG Staff	Develop and implement formal IG staff training program
	Consumer/Patient Awareness	Assist in the identification and implementation of technologies such as API's (application programming interface) to provide healthcare consumers with the information in the format and application they prefer to engage them, and their representatives, in management of their information, care decisions, care coordination, and patient safety initiatives. Provide education to consumers on patient generated health data and how to interact with the record and manage privacy or security concerns regarding their records.

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		Develop policies and procedures that address patient-generated health information. and data.
IG Performance	Performance of IG Goals and Objectives	Lead and support the Organization to establish specific goals aligned to the organization’s strategy, each of the IG principles, and the IG competencies
	Measuring IG Program Effectiveness	Lead and support the organization in the establishment of IG metrics and develop a method for measuring the impact of IG program effectiveness
	IG Program Audit	Assist in the identification and implementation of tools and techniques to proactively monitor the information governance program
	IG Program Compliance Management	Develop the organization policies and procedures to demonstrate compliance with applicable rules and regulations (both external and internal) related to information management
	IG Continuous Improvement	Develop and implement comprehensive quality improvement methodologies into the IG Program
	Personnel Performance Metrics and Measurement	Review and revise the HR performance management process for all workforce members to incorporate Information Governance activities