

# Making Information Policies

► *Strategic* and ► *Successful*



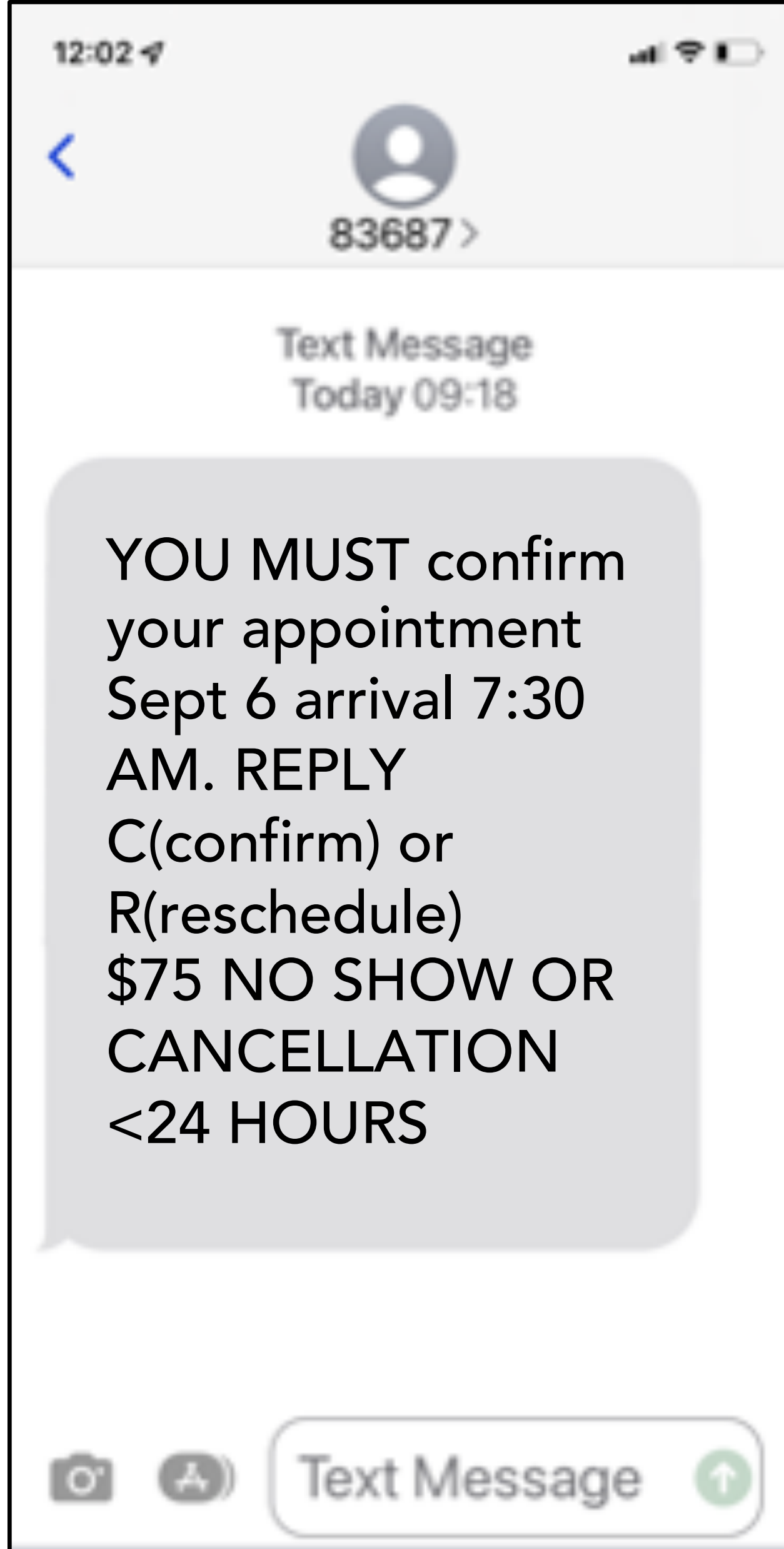
LEWIS EISEN

Drafting Perfect Policies™



FÉLAG UM  
SKJALASTJÓRN

Icelandic Records Management Association - IRMA





Use of **profanity, verbal threats** or any acts of **agressive behaviour** towards our staff will **NOT** be tolerated.

In these situations,  
**POLICE WILL BE CALLED**  
and legal action taken





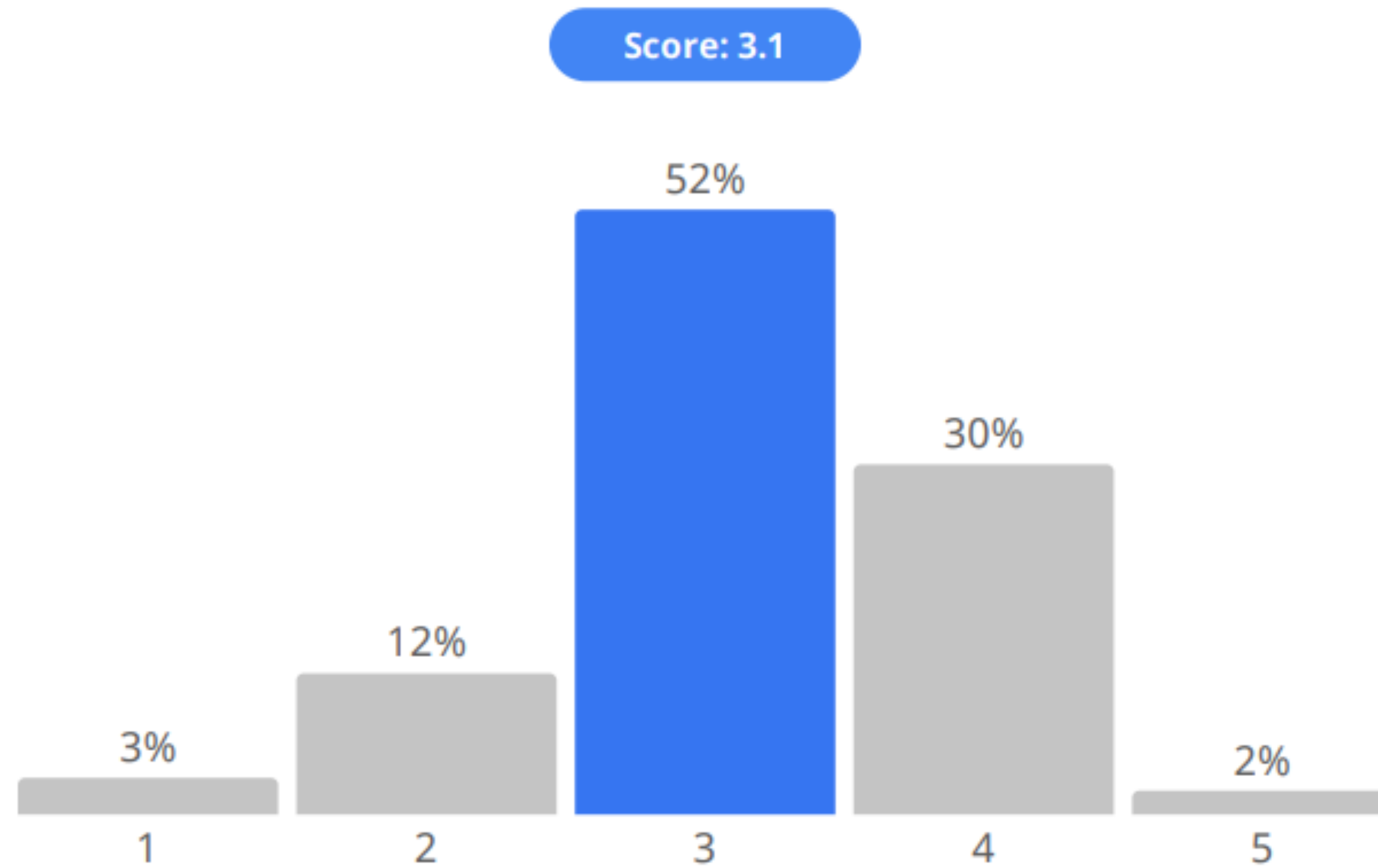
# Portable Drive Policy

It is prohibited for any employee to use a thumb drive on corporate equipment without the express approval of the Chief Information Officer (CIO).

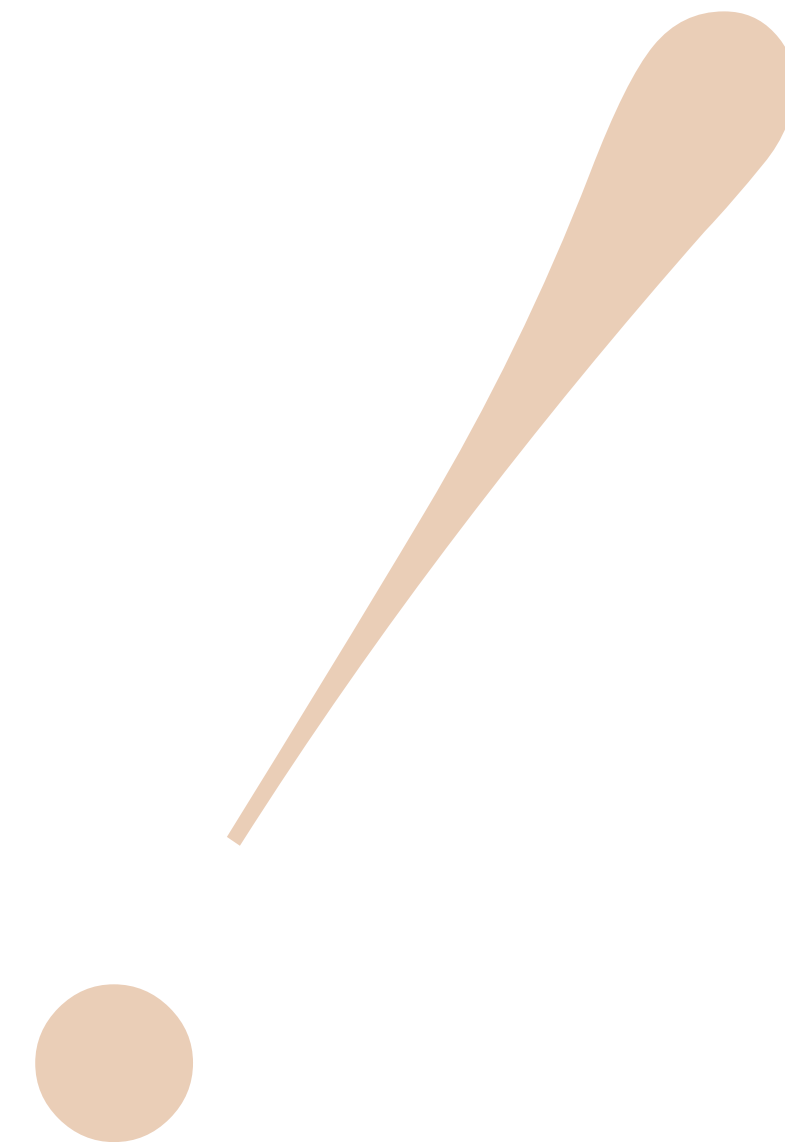


## Are people doing what you want them to?

1 4 5



People do not follow policies.  
People follow culture.



What can we do to increase the alignment between our information policies and the kind of corporate culture we want in the organization.





# Experience

- ◆ Lawyer
- ◆ IT Consultant
- ◆ Information Management Specialist
- ◆ Government Policy Writer

Running Policy Drafting Workshops since 2015.

# Psychological Reactance

Individuals have certain freedoms with regard to their behaviours. When these behavioural freedoms are **reduced** or **threatened with reduction** the individual will be motivationally driven to regain them.



## 3 Strategies

- Break out of silos
- Say it nicely
- Set standards and connect them to the organization's values



# Policy on Management of Assets

## Interpretation

“assets” includes furniture, equipment, real property, and intellectual property.

1. Each Branch is charged with maintaining inventory, managing, safeguarding, and disposing...



# Policy on Management of Assets

## Interpretation

“assets” includes furniture, equipment, real property, intellectual property, **and information holdings.**

1. Each Branch is charged with maintaining inventory, managing, safeguarding, and disposing...



“ In times of crisis the wise build bridges,  
while the foolish build barriers. ”

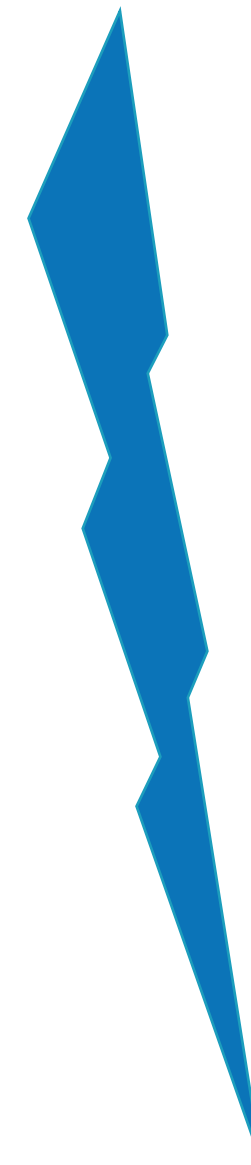
*~ King T'challa of Wakanda*



*Comparison poor vs good*

## Employee Vacation Policy

All employees must submit vacation requests at least one week in advance. Any request not submitted on time may be refused.



Requests for vacation are considered when submitted at least one week in advance.



*Comparison poor vs good*

## Portable Drive Policy

It is prohibited for any employee to use a thumb drive on corporate equipment without the express approval of the CIO.

Thumb drives approved by the CIO are eligible to be used on corporate equipment.

Individuals are authorized to use thumb drives on corporate equipment with the approval of the CIO.





# Office Policy

*Good wording*

Office hours are from 9:00 to 17:00.

Skrifstofutími er frá 9:00 til 17:00.



*Canada*

§344 (1) Every person who commits robbery **is** guilty of an indictable offence and liable

(a) ...to imprisonment for life and to a minimum punishment of imprisonment for a term of

(i) in the case of a first offence, five years.



# South Dakota

§22-33-9.1

Any person who **starts** a fire or causes an explosion with the intent to destroy any occupied structure of another **is guilty** of first degree arson.

First degree arson **is** a Class 2 felony.

Texas

*Sec. 20.03. KIDNAPPING.*

(a) A person commits an offense if he intentionally or knowingly **abducts** another person.



*United Kingdom*

*Theft Act 1968*

A person **is guilty** of theft if he dishonestly appropriates property belonging to another with the intention of permanently depriving the other of it...



# France

## *Article 311-3*

Le vol **est** puni de trois ans d'emprisonnement et de 45 000 euros d'amende.

[Translation] *Theft **is** punishable by 3 years imprisonment and 45,000 € fine.*



Iceland

*General Penal Code, Nr. 19/1940*

§244 Þjófnaður á fjármunum eða orkuforða **varðar** fangelsi allt að 6 árum.

§244 Theft of items of value or power sources **shall be** punished by up to 6 years' imprisonment..







Standard (staðall)  
vs. Policy (regla)

# Policy on Cleaning the Kitchen

1. Users must wash the dishes and put them away in the cupboards
2. Users must sweep the floor and scrub out any stains
3. Users must turn off all appliances

# Standard on Kitchen Cleanliness

1. The dishes are clean and stored in the cupboards
2. The floor is clear of stains and debris
3. The appliances are off

# Policy on Records and Archives

1. University Records scheduled for destruction must be disposed of in accordance with the provisions and timetable of their schedules.

# Standard on Well-managed Information Holdings

1. Holdings contain no records beyond their scheduled destruction dates.
2. The timeline for destruction is consistent with the Corporate Retention Schedule.

## Directive approach

Complete this form properly:

1. Answer every question.
2. Attach the original receipt.
3. Obtain a manager's signature.



*“Do what we tell you.”*

*“We’re here to instruct you.”*

## Descriptive approach

This form is complete when

- every question contains a response
- the original receipt is attached
- it is signed by a manager



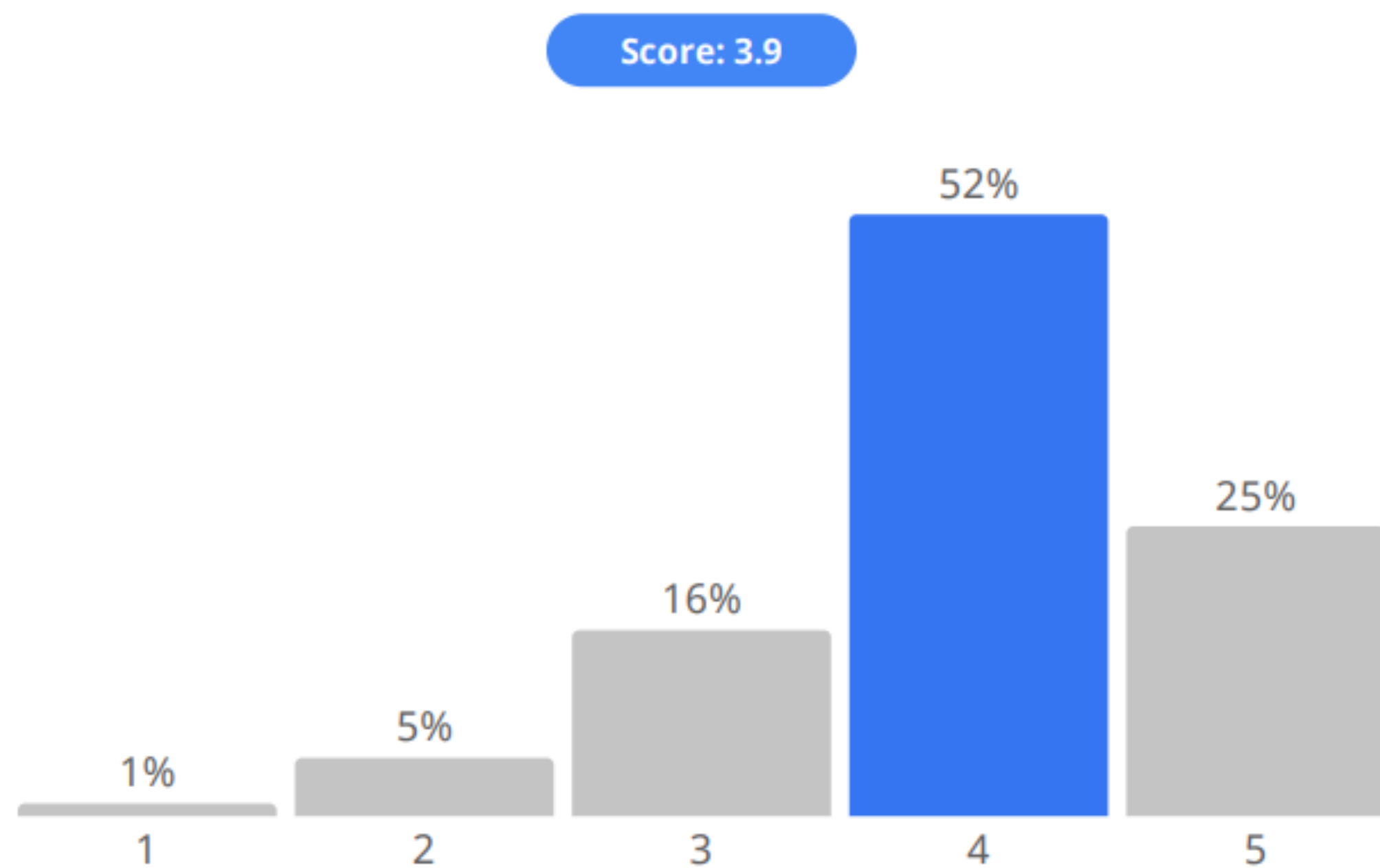
*“Here’s what ‘good’ looks like.”*

*“We’re here to help you.”*



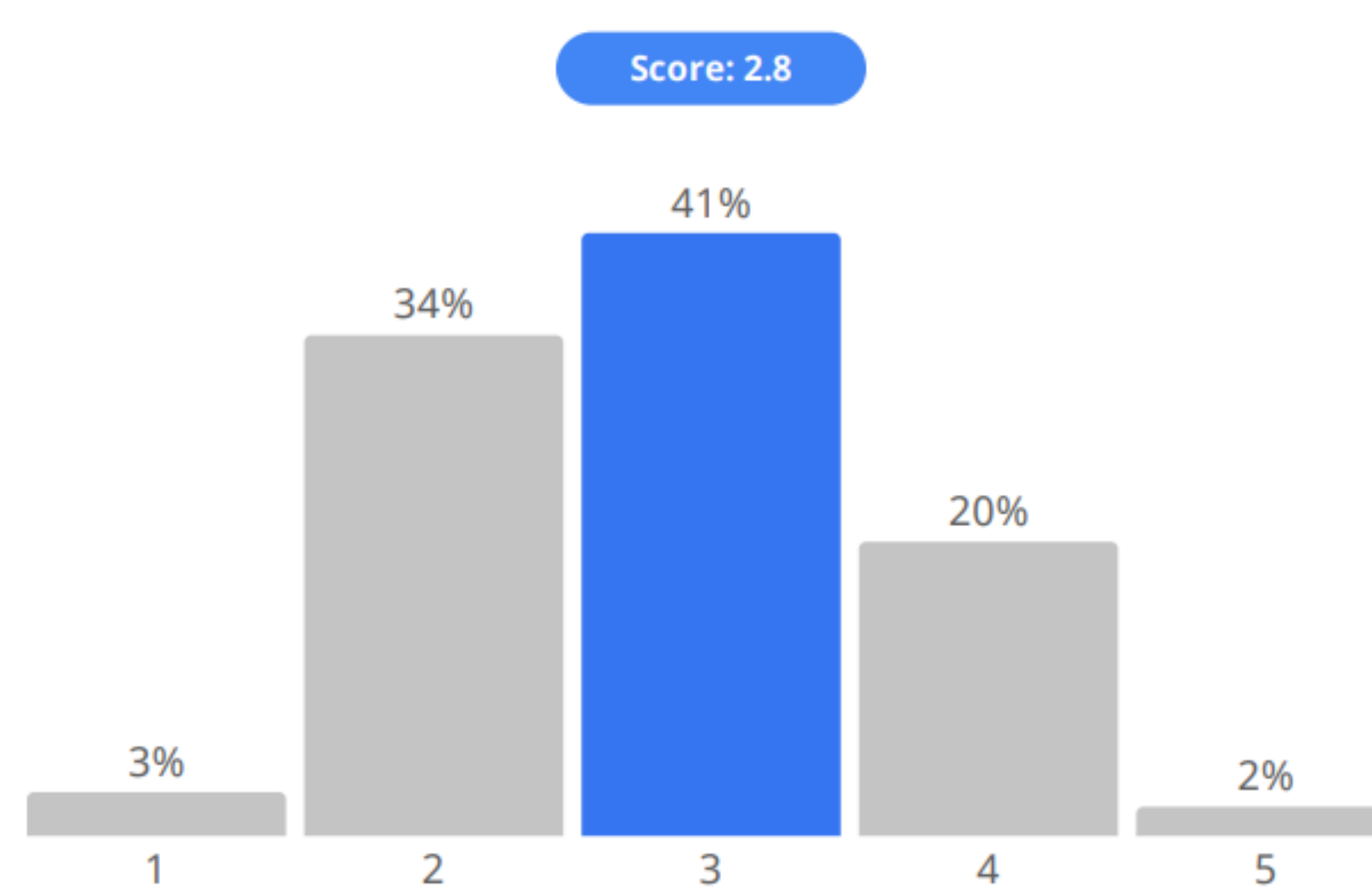
### 1. To what degree are you a "details" person?

1 5 2



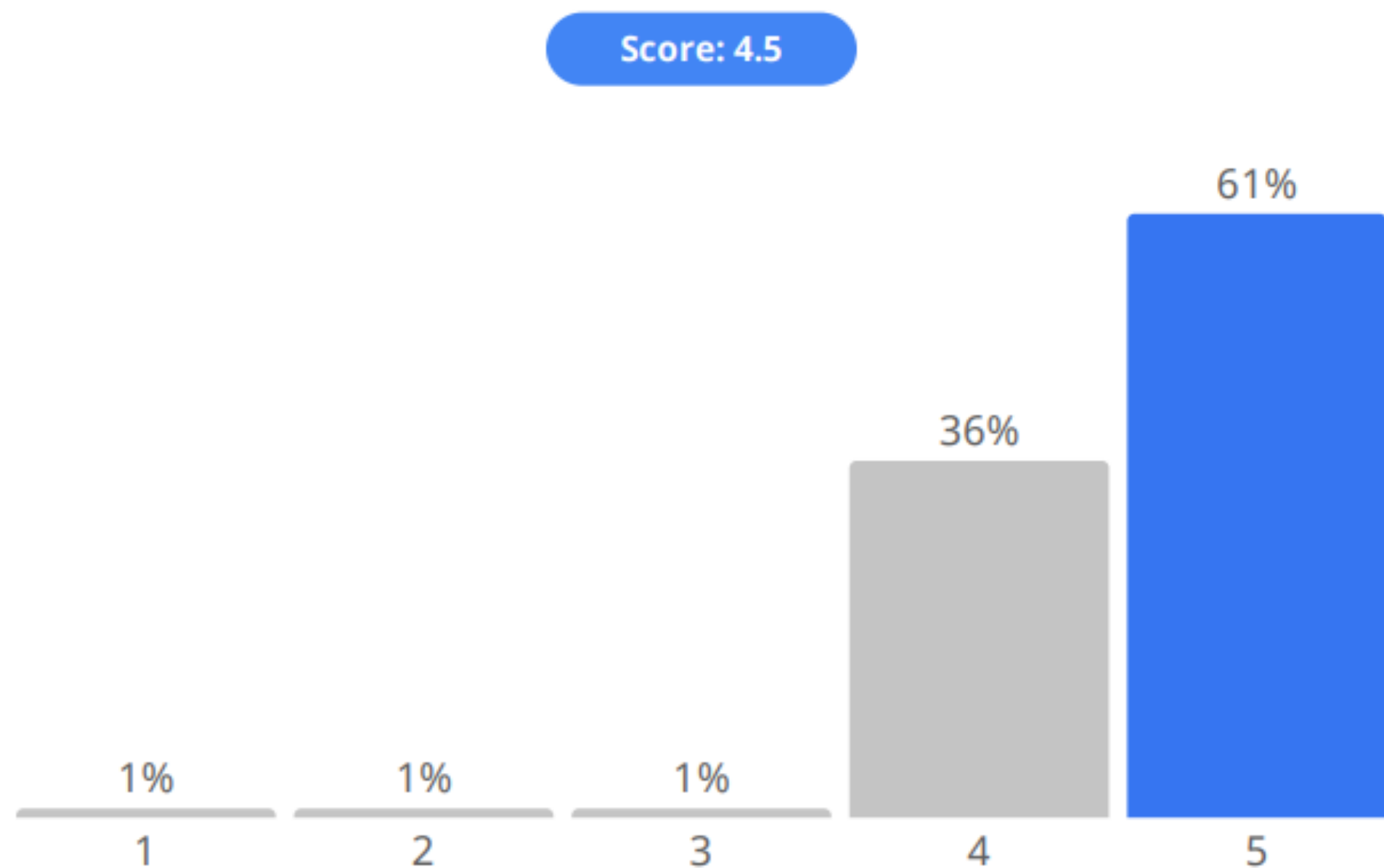
### 2. To what degree are your clients "details" people?

1 5 2



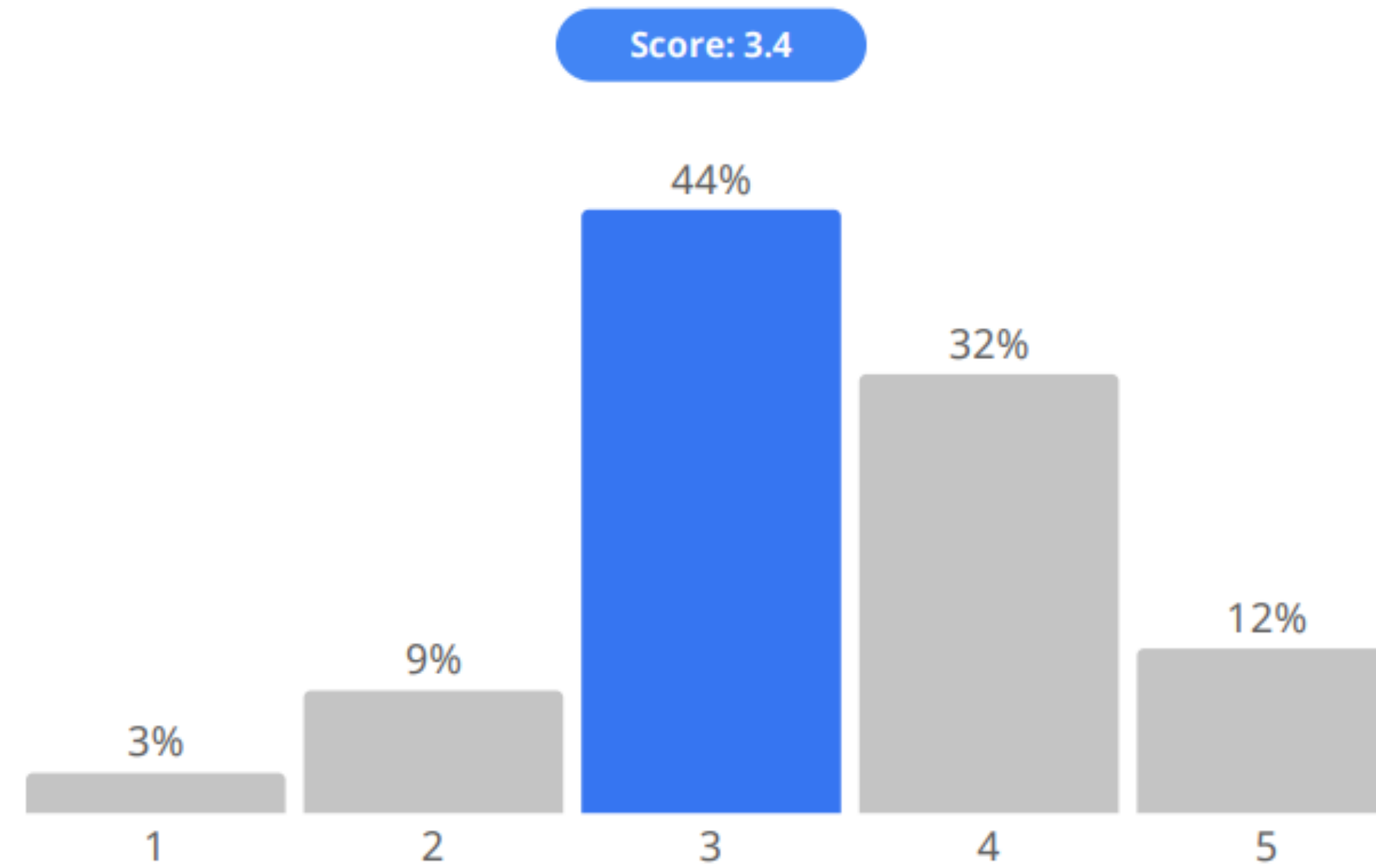
### 3. To what degree are you a "consequences" person?

1 5 2



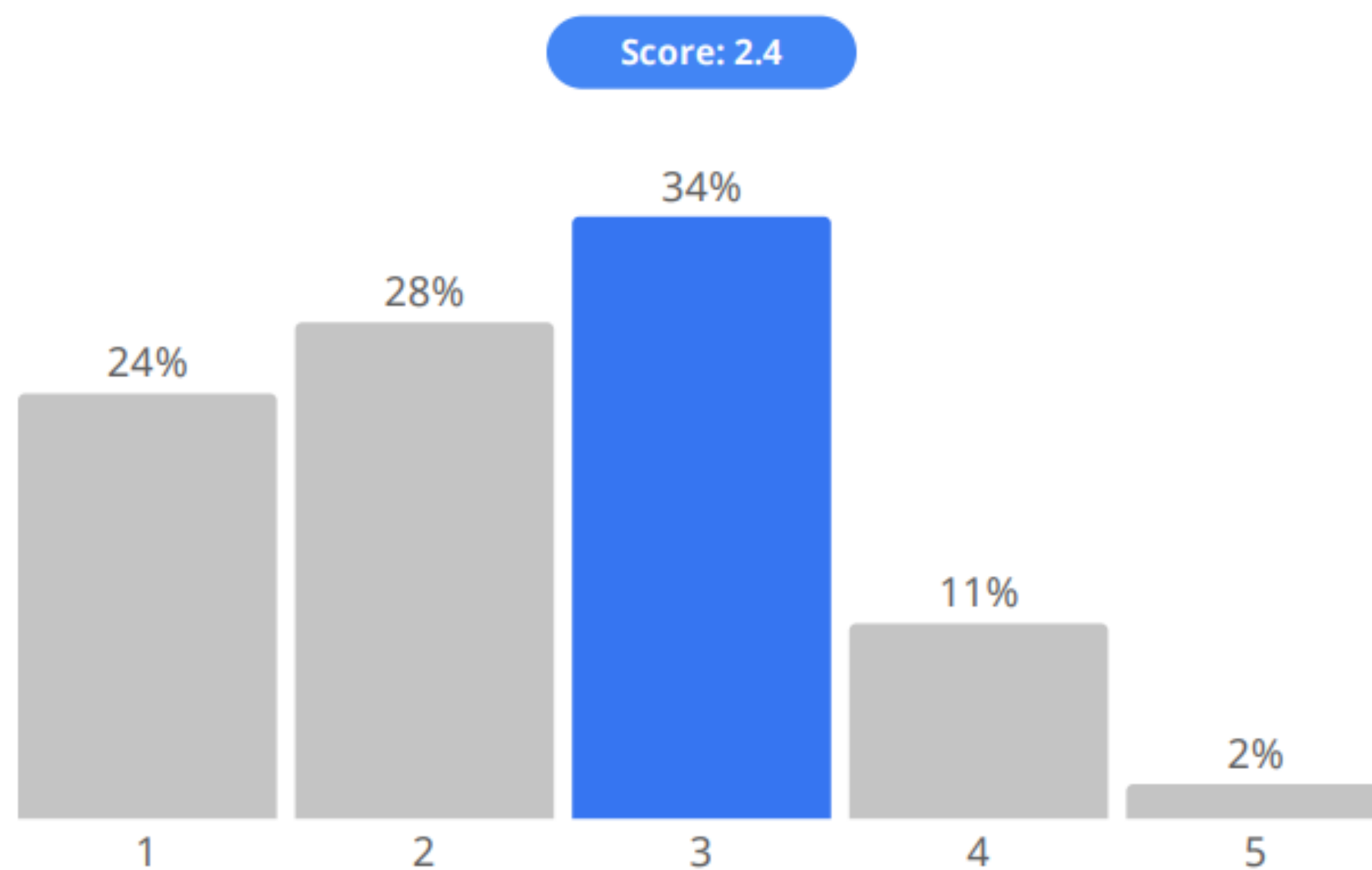
### 4. To what degree are your clients "consequences" people?

1 5 4



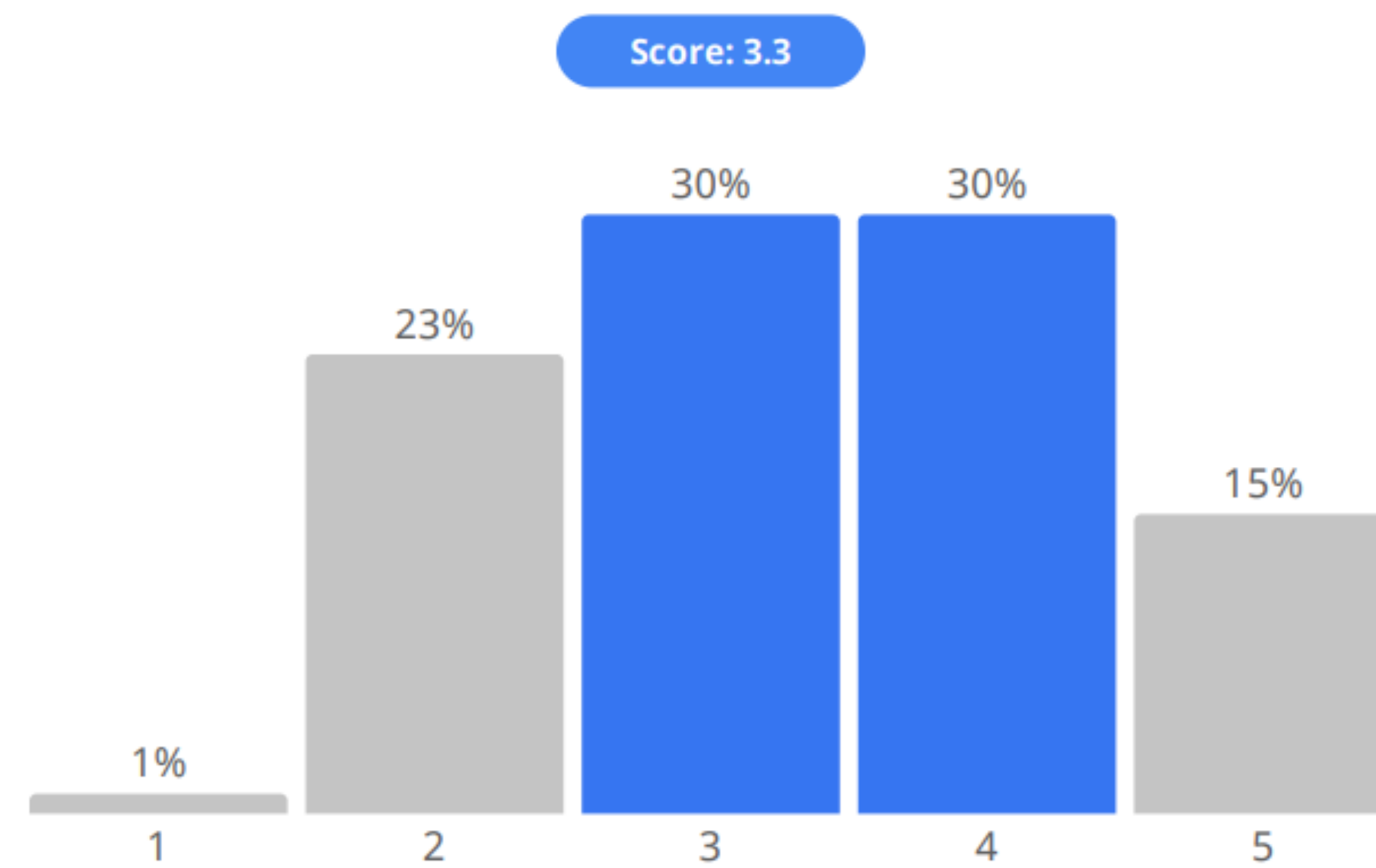
5. To what degree are you a "cut corners" person?

1 5 2



6. To what degree are your clients "cut corners" people?

1 4 9



What can  
we do...

to set **standards** that support  
the kind of  
**corporate culture**  
we want in the organization

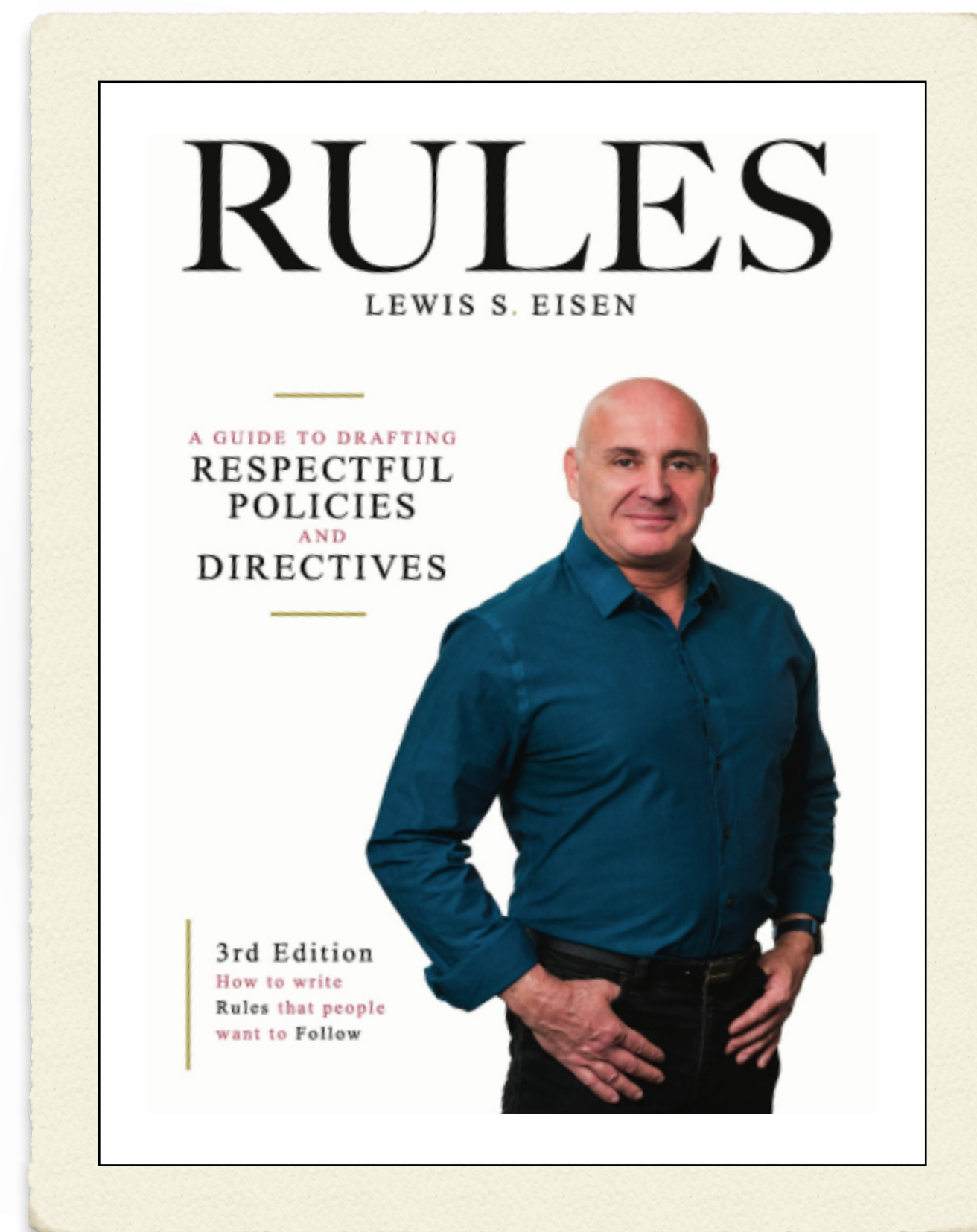
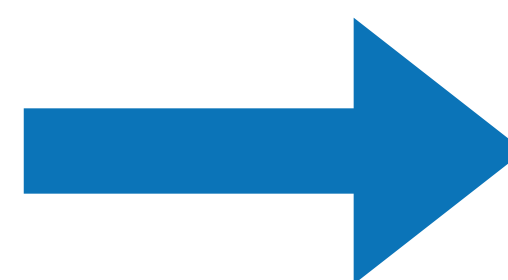
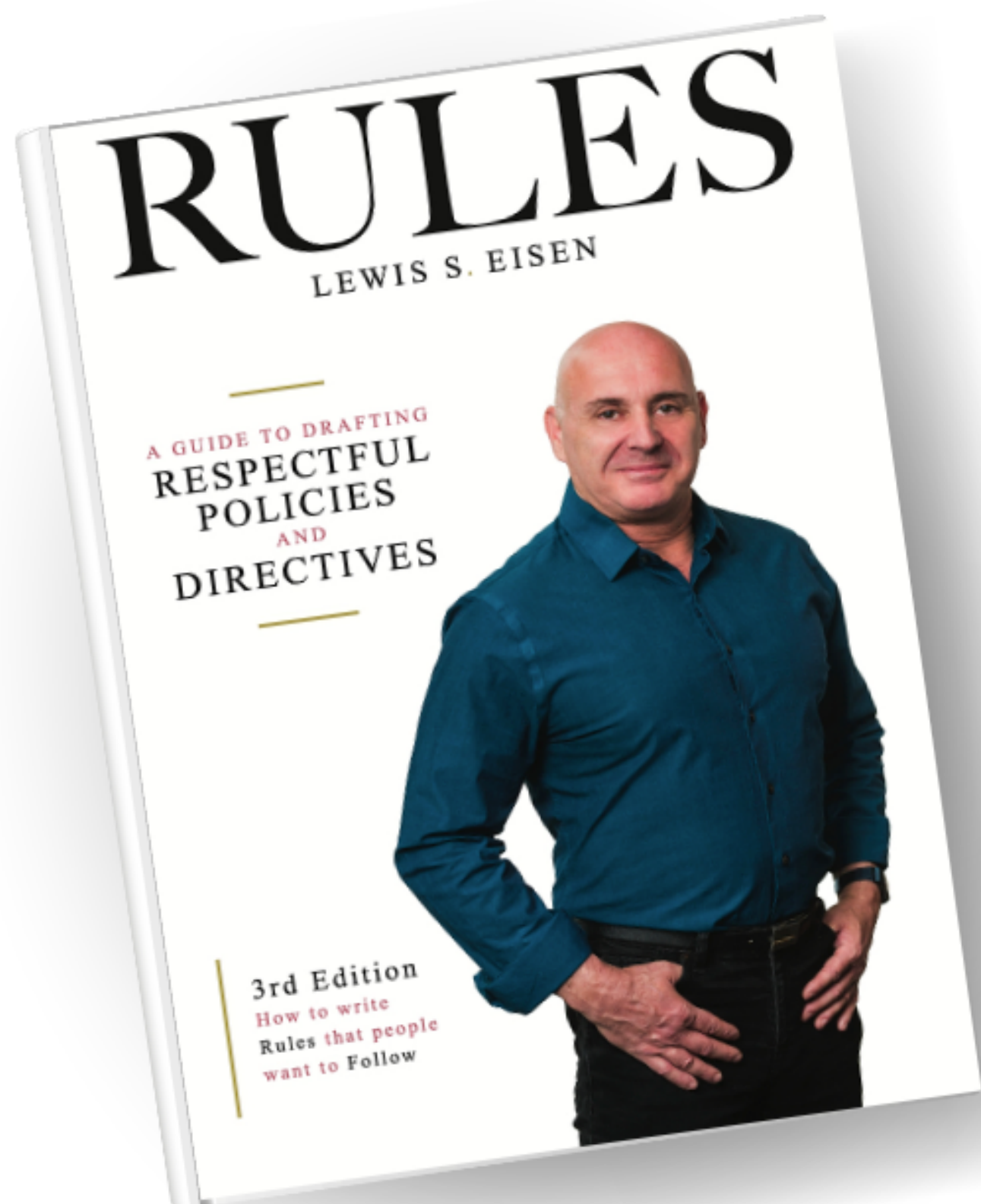




A **standard** supports the **culture**  
when it promotes  
the **core values** behind the culture.

values

# Producing the Kindle® Version



# Policy on Acceptable Colours

You must use one of the following  
RGB colours to highlight text.

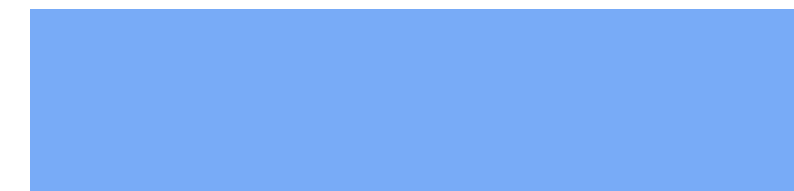
#B97DA0



#C455F2



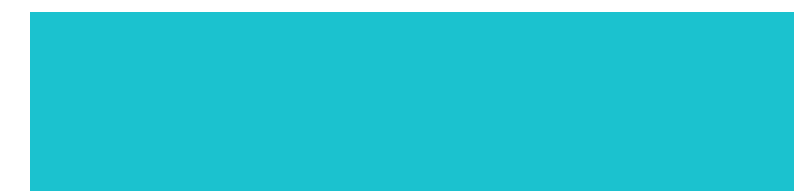
#6698F5



#907F01



#20B7C4



# Kindle® Policy on Acceptable Colours

## *Good wording*

When choosing colours for e-books, we conform to W3C recommendations for maintaining a readable contrast ratio between text and background colours.



# Technical Explanation

Use the following formula to determine whether a highlight colour is compliant with the policy.

$$Y = (0.2126 * R) + (0.7152 * G) + (0.0722 * B).$$

Acceptable values of Y range from 102 to 153.



# Guidance

Here are some examples of colours you can use:

● #B97DA0



● #C455F2



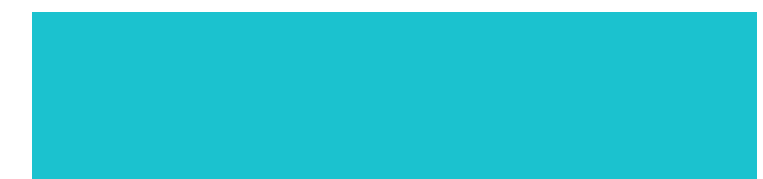
● #6698F5



● #907F01



● #20B7C4





FOUNDATIONAL

## VALUES

Principles

Strategies



AUTHORITIES

## POLICIES

Standards

Procedures



GUIDANCE

Recommendations

Best Practices

Examples

Training Material





FOUNDATIONAL

**VALUES** *Inclusion*

Principles *Inclusion over Esthetics / Preference*

Strategies *Accessibility / Usability*



AUTHORITIES

**POLICIES** *We adopt W3C contrast standards.*

Standards  $Y = (0.2126 * R) + (0.7152 * G) + (0.0722 * B)$

Procedures



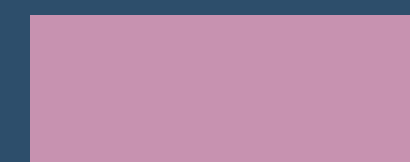
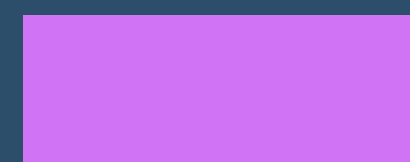
GUIDANCE

Recommendations

Best Practices

Examples

Training Material





# Date Format Policy

Dates used in metadata and data fields must be entered in the YYYY-MM-DD format.





FOUNDATIONAL

**VALUES**

Principles

Strategies

*clarity accuracy**accuracy over preference**standardization*

AUTHORITIES

**POLICIES**

Standards

Procedures

*We use a single standard date format in our systems**YYYY-MM-DD**Use the standard format to enter the date*

GUIDANCE

Recommendations

Best Practices

Examples

*2021-10-26*

Training Material



# Standards

Official Written Objective  
Descriptions of Excellence by  
Reference to the Attributes of the  
Desired Target State



# Fundamental Attribution Errors

Self-serving bias error

Actor-Observer error



# Advanced Policy Drafting Workshop

September 26-28, 2023 — 2.5 hours each day

**Information** <http://bit.ly/AdvPolDrafting>

**Registration** <https://bit.ly/3KmVlWb>

Discount \$100 CAD  
with the code **SKRAR100**



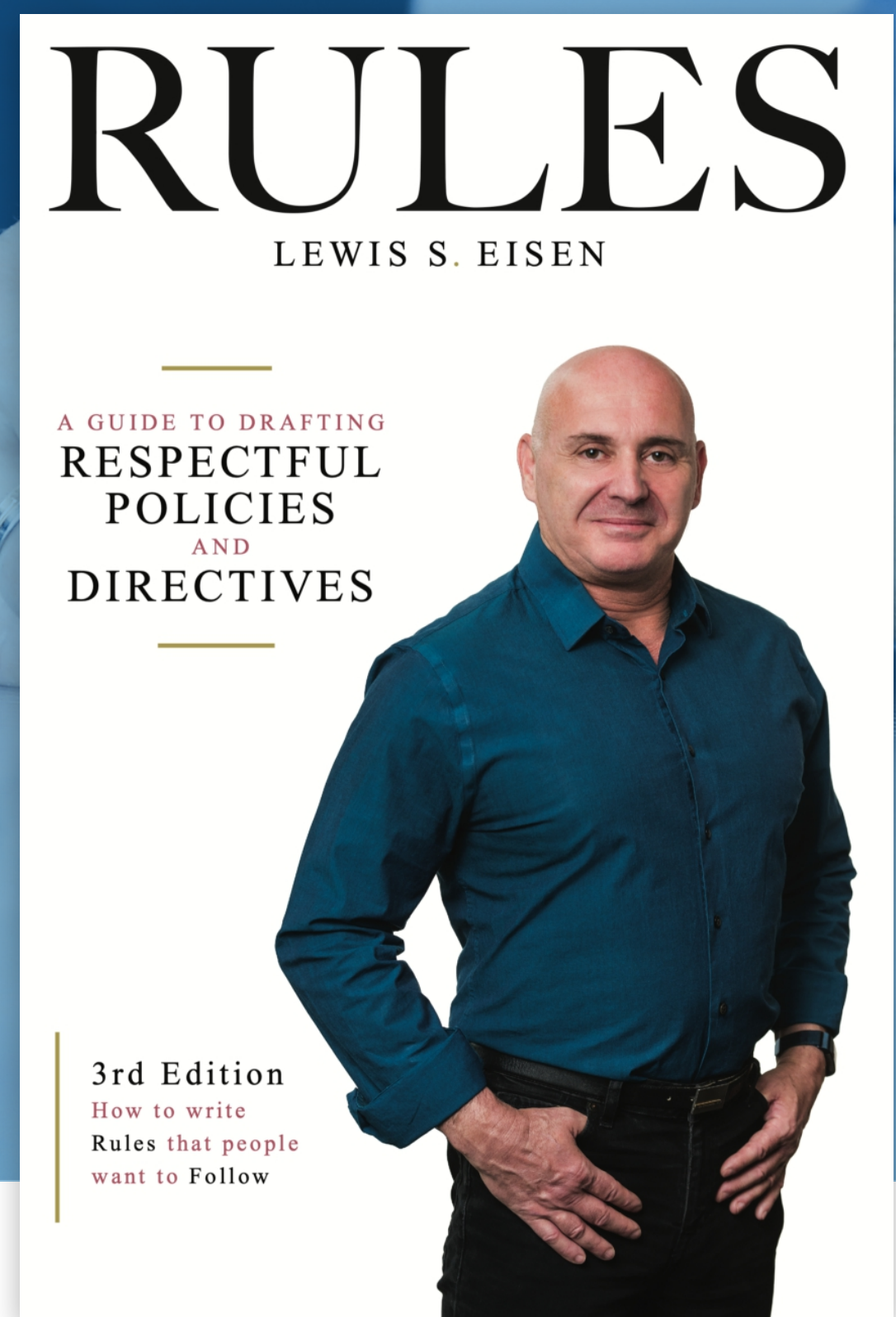
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