

What Information Managers Can Learn from Marie Kondo

How to Make Information Governance a Daily Habit



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Who is Marie Kondo?

- World-renowned tidying expert
- Author of “Six Basic Rules of Tidying”
- Star of Netflix Show

NETFLIX ORIGINAL
TIDYING UP
WITH MARIE KONDO



Poll Question #1

What is your biggest 'stumbling block' to tidying up workplace clutter?

- Knowing where to start: emails, documents, or other items
- Deleting redundant, old, trivial emails and documents
- A practical policy stating what needs to be saved/classified
- Worrying about deleting things needed for records/compliance

Rule #1



Marie's advice...

**Commit Yourself to
Tidying Up**



David's advice...

- Records are not someone else's (i.e. Legal Department) problem
- Implement policies for your department...
- ...because many emails and documents are *business* records

Rule #2



Marie's advice...

Imagine Your Ideal Lifestyle



David's advice...

- Paint a picture of what success looks like
- Create practical policies and procedures business workers will follow
- Make the right thing the easy thing

Rule #3



Marie's advice...

Finish discarding first



David's advice...

- 'Default to dispose'
- Enable selective retention

Rule #4



Marie's advice...

Tidy by category, not by location



David's advice...

- Classify accurately using labels and metadata
- Apply consistent policies to emails, documents, and Teams conversations
- Make it easy to discover related items by related information, not location

Rule #5



Marie's advice...

Follow the right order



David's advice...

- Start with emails and documents...
- Then Teams conversations...
- Then other Office 365 items

Rule #6



Marie's advice...

Ask yourself if it
sparks joy



David's advice...

- Ask yourself if it makes you compliant
- Ask yourself if you can find what you need
- Ask yourself if you have peace of mind

Poll Question #2

How do you store important business emails?

- In Exchange
- In SharePoint
- With Microsoft Teams
- Another document management system
- We're looking for a new solution

Make the Right Thing the Easy Thing



The screenshot shows the Outlook interface with the following elements:

- Top Ribbon:** File, Home, Send / Receive, Folder, View, Help. Includes icons for New Email, Delete, Reply, Forward, and various add-ins like OneNote and SharePoint.
- Left Pane:** Search Current Mailbox, Current Mailbox, All Unread, Today, Yesterday, Monday. A blue box highlights an email titled "Relocation Project" in the "Today" group.
- Center Pane:** Email titled "Project approval" from Richard Poole (richardp@harmon.ie) to Fred Neal, dated Tue 8:36 AM. The email content includes "Hi Fred, Great news! Following the internal steering committee meeting that we had yesterday, I can confirm that we would like to go ahead with the European Landmarks project starting in November." and "Please can you send over the contracts for us to review and update, before we can sign it off." A blue arrow points from the email to the Teams sidebar.
- Right Pane:** Microsoft Teams sidebar for "harmon.ie". A blue box highlights the "REPS" channel under the "Project Management" team.

- Drag and drop emails and attachments to Microsoft Teams channels
- Specify 'Descriptive Labels' and retention in a single step



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