InfoSphere :
NAVIGATING THE WORLD OF INFORMATION

Preserving the Past, Valuing Present, Enriching the Future

UNIVERSITI TEKNOLOGI MARA

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Navigating the World of Information

Preface

It gives me great pleasure to present *InfoSphere: Navigating the World of Information*, a collective effort that brings together insightful discussions, empirical findings, and critical reflections from academics in information management, library management, records management, and information and communication technology (ICT).

In today's digital era, the vast and complex landscape of information continues to expand at an unprecedented pace. The convergence of technology and information systems has transformed how data is created, organized, stored, and utilized. This book aims to navigate that dynamic "infosphere" , a term that reflects the interconnected environment in which information flows seamlessly across platforms, disciplines, and contexts.

The chapters compiled here explore diverse perspectives and contemporary issues shaping the management of information resources and services. From emerging trends in digital librarianship and knowledge governance to innovations in ICT applications and recordkeeping practices, each contribution highlights the growing importance of integrating technology, policy, and human expertise in managing information effectively.

This publication also serves as a reflection of our faculty's commitment to advancing scholarship and practice in the information domain. It showcases the intellectual depth and interdisciplinary collaboration among academics who continue to shape the future of information work.

As the Chief Editor, I wish to express my sincere appreciation to all the contributing authors for their dedication and scholarly rigor, and to the editorial team for their meticulous effort in ensuring the quality and coherence of this volume. Special thanks are also extended to the Faculty of Information Science and Universiti Teknologi MARA Cawangan Johor for their continuous support and encouragement in realizing this publication.

I hope that *InfoSphere: Navigating the World of Information* will inspire readers among students, educators, researchers, and practitioners alike to engage critically with the evolving information landscape and to contribute meaningfully to its advancement.

Azura Abdul Jamil @ Kamarudzzaman
Chief Editor
InfoSphere: Navigating the World of Information
2025

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1.0 Introduction

A framework and collection of procedures known as information governance (IG) are used to manage an organization's information assets over the course of their whole lifecycle, guaranteeing that data is accurate, safe, and used in a way that complies with the law and ethical standards to forward corporate objectives. In order to reduce risks and maximize information utilization, it entails developing rules, procedures, and controls for the creation, capture, storage, use, access, and deletion of information. It also entails collaborating across multiple departments, including IT, legal, and business operations.

2.0 The Early History of IG

The emergence of data security and records management procedures in the middle of the 20th century is where IG got its start. The origins of the term "IG" are much older, even though it only gained popularity in the early 2000s. Particularly after it was promoted by ARMA International and other professional organizations, the word "IG" gained widespread usage. In order to support corporate objectives, lower risk, and adhere to regulatory requirements, modern IG focuses on managing information across its whole lifecycle. Records management, IT, privacy, security, and compliance were all integrated under a single governance structure, emphasizing a comprehensive approach.

3.0 The importance of IG in Managing Information

Because it guarantees that data is accurate, safe, compliant, and used efficiently throughout its lifecycle to meet organizational objectives, IG is crucial to information management since IG are facing challenges especially in improving information quality and accuracy, implementing data ethic practices and digital transformation.

Assures Information Quality and Accuracy
IG creates guidelines and practices that preserve the dependability, consistency, and accuracy of data. Based on reliable information, this aids businesses in making better decisions.

Improves Privacy and Security
By establishing security controls, access permissions, and compliance procedures (such

as with data protection regulations), it safeguards private or sensitive information. By doing this, data breaches and information misuse are avoided.

Encourages Adherence to Regulations
Information governance guarantees that the company conforms to legal, ethical, and regulatory standards pertaining to information management, including regulations pertaining to privacy, copyright, and data retention.

Boosts Accessibility and Efficiency
IG frameworks increase operational efficiency by giving employees clear instructions on how to store, categorize, and retrieve information. This makes it simpler for employees to locate the information they need fast.

Lowers the RiskIG lowers the risk of data loss, duplication, or unauthorized access by controlling the creation, storage, sharing, and disposal of information.

Facilitates the Making of Strategic Decisions
An organization's data-driven planning, strategy, and innovation are strongly supported by high-quality, well-governed information.

4.0 Information governance provides record managers with clear guidelines to manage records effectively and consistently.

To guarantee that records are managed appropriately at every stage of their lifecycle, from creation to disposal, IG offers a very explicit framework of rules, guidelines, and roles. The following initiatives are ways that IG assists the Records Manager:

Clearly defines standards and policies
IG lays up rules and processes for the creation, classification, storage, access, and disposal of records. This aids the records manager in maintaining uniformity and adherence throughout the organization.

Assures Law and Regulation Compliance
Records managers are required to abide by legal and regulatory standards, including those pertaining to data protection, privacy, and retention. By establishing compliance standards, information governance lowers the possibility of fines or data breaches.

Enhances the Integrity and Quality of Information
The records manager can keep accurate, authentic, and trustworthy records with governance principles in place, guaranteeing that data is still reliable for operational or evidentiary purposes.

Facilitates Effective Access and Recovery
Records managers may efficiently arrange and access information when needed thanks to information governance, which encourages appropriate classification and metadata standards.

Improves Risk Management and Security
It offers security measures to guard against loss, damage, and illegal access to records. This aids the records management in preserving the availability, confidentiality, and integrity of data.

Enables Lifecycle Management
IG establishes when records can be archived or destroyed as well as how long they should be kept. This guarantees that records managers can effectively manage the information lifecycle, preventing clutter and needless storage expenses.

5.0 IG in Malaysia
In Malaysia the IG implementation is done through the following legal and regulatory framework such as:

Personal Data Protection Act (PDPA) 2010 (Act 709)
Recent Amendments (PDPA Amendment Act 2024)
Data Sharing Act 2025
National Archives Act 2003 (Act 629)
Electronic / Records Management Policies

While in term of the practices, IG in Malaysia has been done through the initiatives especially from the public sector as:

Digitisation & Document Management in Govt	The Malaysian government has initiatives to standardize document/digital record systems, for example "DDMS 2.0" for digital document management across agencies, improving audit trails, traceability, cross-agency data sharing, efficiency.
Records Disposal Schedules	Under the National Archives Act, there are record disposal schedules for different kinds of public records (financial, general affairs, land records, etc.). Public agencies must dispose of records once they have fulfilled their retention period or are no longer serviceable
Policy & Standardization Roles of National Archives	The Policy, Standards & Quality Management Section of Arkib Negara Malaysia coordinates policy, guidelines, standards, archives and records management practices across public offices

6.0 Challenges of implementation of IG

The implementation of IG can be challenging for many organizations because it involves people, processes, technology, and compliance working together. The common challenges are:

Absence of Knowledge and Awareness
Many workers, including supervisors, are not quite aware of what IG is or why it matters. Low commitment, irregular behavior, and lax enforcement of IG policies result from this.

Inadequate Assistance from Leadership
Since top management is heavily involved in budget allocation and compliance enforcement, IG projects frequently lack the resources or authority they need to be successful in the absence of strong leadership.

Fragmented Information Systems
Email, cloud storage, databases, and physical files are just a few of the systems that frequently store information. It is challenging to implement uniform security, access, and retention regulations because of this fragmentation.

Lack of Clear Policies and Procedures
Formal policies for data exchange, privacy, and record keeping have not been created or updated by certain organizations. Staff members may handle information inconsistently in the absence of clear procedures, which raises the possibility of mistakes or breaches.

Limited Knowledge and Resources
Funding, technical tools, and skilled staff are needed to implement IG. Many organization suffer with tight funds or a shortage of qualified information specialists, particularly in the public sector.

Resistance to Change
Workers may object to new procedures, norms, or technology that IG programs introduce. Adoption and compliance are slowed by this cultural opposition.

Privacy and Data Security Issues
It's challenging to have a balance between security and accessibility. While guaranteeing that authorized individuals may effectively retrieve information, organizations must also protect sensitive data.

Compliance with Multiple Regulations Many rules (such as those pertaining to data protection, records retention, and information freedom) frequently govern how organizations operate. Making sure all regulations are followed can be difficult and time-consuming.

Managing Digital Transformation

The transition from paper to digital records poses difficulties for long-term preservation, metadata management, and system integration. Effective and sustainable management of digital information is a challenge for many companies.

Monitoring and Continuous Improvement

Information governance calls for constant monitoring, auditing, and updating; it is not a one-time endeavor. Over time, many organizations are unable to maintain their IG initiatives.

7.0 Conclusion

The implementation of IG is essential for ensuring that information within an organization is managed effectively, securely, and in compliance with legal and regulatory requirements. Despite challenges such as limited awareness, lack of resources, and resistance to change, successful implementation can lead to significant benefits, including improved data quality, better decision-making, enhanced security, and greater operational efficiency. Effective IG requires strong leadership commitment, clear policies, staff training, and continuous monitoring. Ultimately, it provides a solid foundation for accountability, transparency, and the sustainable management of information as a valuable organizational asset.

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