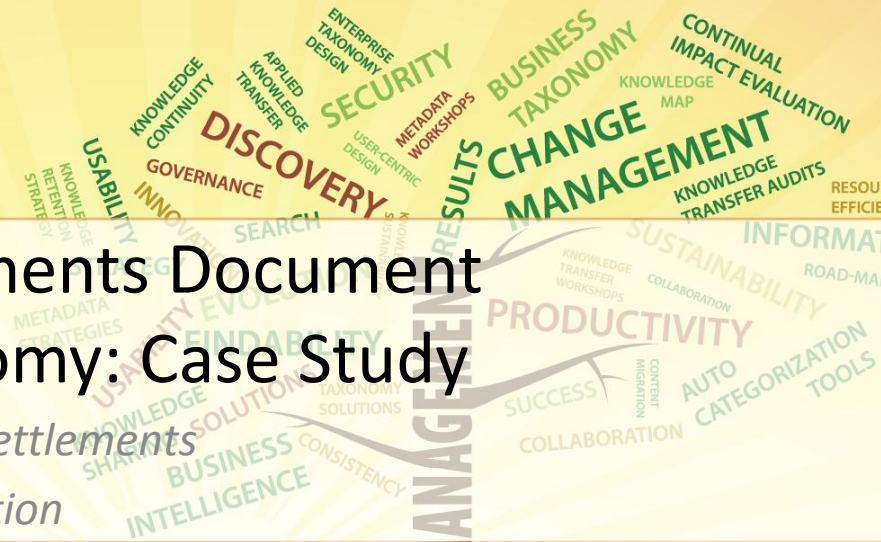


Bank for International Settlements Document Management Strategy Taxonomy: Case Study

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Bank for International Settlements (BIS)

- BIS is an organization of central banks that seeks to make monetary policy more predictable and transparent among its members.



Project objectives

- Review BIS document management processes across functional areas.
- Consider how documents might better be categorized so that finding and archiving them would be easy and efficient.



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What we did

- Conducted an initial workshop and interviewed DMS stakeholders from across the Bank.
- Gathered and reviewed background materials (code sets, lists, policies and procedures, requirements, etc.)
- Prepared proposed categorisation scheme and other findings.
- Validated categorisation scheme.
- Developed categorisation governance strategy.
- Supported implementation of document management processes.



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What is a categorisation strategy?

- **Taxonomy Development**
 - Establishes metrics for evaluating existing vocabularies based on use, homogeneity, completeness, style, languages, granularity, etc.
 - Aligns multiple, existing vocabularies.
 - Identifies any new vocabulary needed.
 - Builds out initial vocabularies for prototype.
- **Governance**
 - Provides guidance on how to use vocabularies to tag content with metadata values.
 - Provides guidance on how to add, change and delete vocabulary.
 - Provides guidance on how to communicate vocabulary changes.



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As-is categorisation scheme

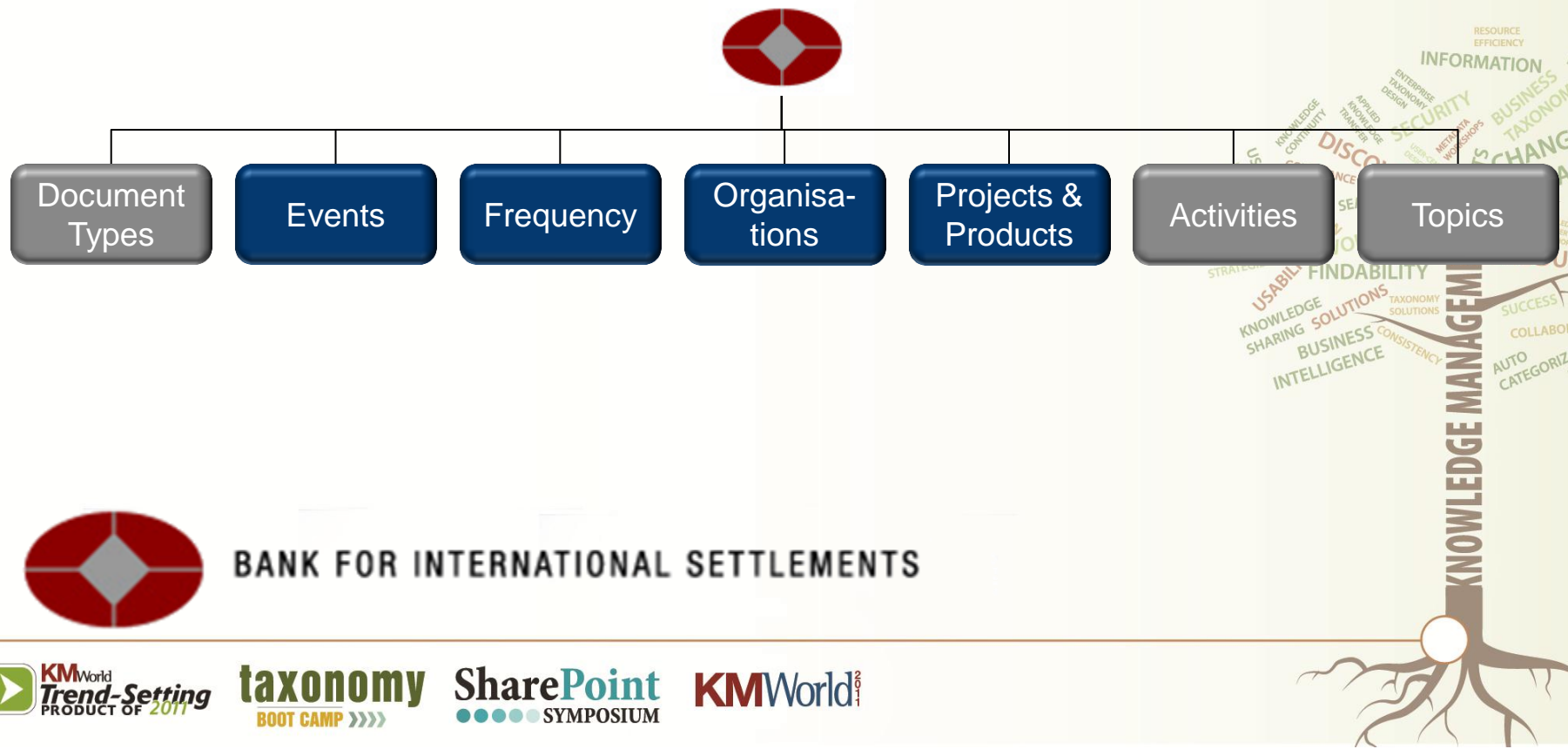
- Two large controlled vocabularies
 - 382 Activities related to external or internal BIS processes/business functions.
 - 1836 Subjects related to all aspects of BIS activities, as well as related economics and financial topics.
- Document management system document types and categories (30).
- Users tag everything excessively
 - e.g. the same information is repeated in the name, subject and other metadata fields.
 - Because the current scheme is confusing and categorisations are unreliable.



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Solution: More facets

- ❖ Different people and activities require documents to be organized and searched for in different ways.
- ❖ BIS is multi-faceted, so it's documents should be indexed and made available using multiple lists & taxonomies.



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BIS Document Categorization Strategy

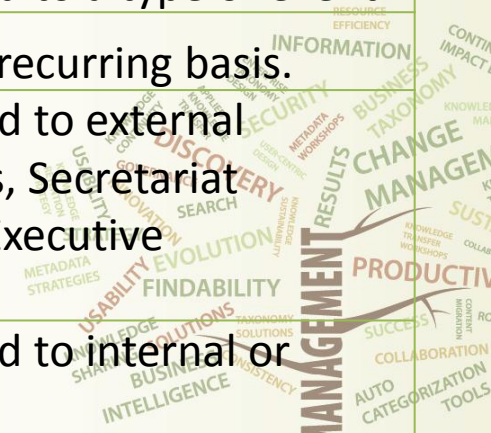
- Make ad hoc categorizations (in the subject field) used to group related documents an explicit part of the taxonomy.
- Facilitate easy grouping of typical series of documents associated with routine processes, projects and events.
- Make large, complex taxonomies of activities and content topics discrete and concise.
- Map existing categories to the new scheme to facilitate content migration.



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BIS Categorisation facets overview

Facet	Description
Documents Types	Use to index documents that are, or are about or related to a type of document such as an annual report, meeting minutes, etc. Use singular or collective form for the category label.
Events	Use to index documents that are about or related to a type of event.
Frequency	Use to index documents that occur on a regular recurring basis.
Organization Units and Groups	Use to index documents that are about or related to external organizations, BIS Hosted Groups (Expert Groups, Secretariat Groups, etc.) and Internal Governance Groups (Executive Committee, Finance Committee, etc).
Projects and Products	Use to index documents that are about or related to internal or external BIS projects and products.
Activities	Use to index documents that are about or related to a BIS activity, or business function.
Topics	Use to index documents that are about one or more of these general topics.



Some examples

Organisations

- Banking committees
- ALCOM
- Banking Management Strategy Committee
- BISIP Committee
- ISC
- MSC
- PFPC
- PDC
- BCBS
- AIG
- ATF
- Ad hoc BCBS issues
- AML-CFT
- CIG
- CMG
- CTF
- Coordination Group
- Core Principles Liaison Group
- Corporate Governance Group
- Cross Border Banking Group
- CBRG
- DefCAP
- International Conference of Banking Supervisors
- ILG
- JF
- Joint IOSCO-BCBS
- PDG
- RTF
- RMMG
- TBG
- WGL
- Governors
- Deputy Governors
- Emerging Markets Governors
- G10 Governors
- Central Bank Chief Economists
- Markets Committee
- Heads of Internal Audit
- GESEC
- EXCO
- GSEC unit heads
- GSEC committees
- Senior Management

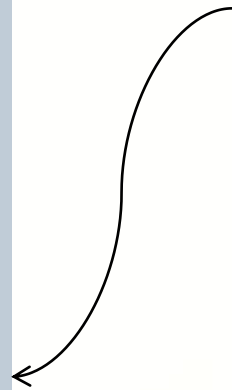
Events

- Committee meetings
- Conferences and workshops
- Dinners
- Meetings
- Plenary conferences
- Retreats
- General Meetings
- AGM
- EGM

Categories selected from Activities to build out Organisations and Events lists.

Frequency

- Daily
- Weekly
- Bi-weekly
- Monthly
- Semi-annual
- Annual
- Special



Categorisation Examples

Organisations: **BCBS** + Events: **Committee meetings**

Organisations: **CPSS** + Events: **Committee meetings**

Frequency: **Daily** + Organisations: **Senior Management** + Events: **Meetings**



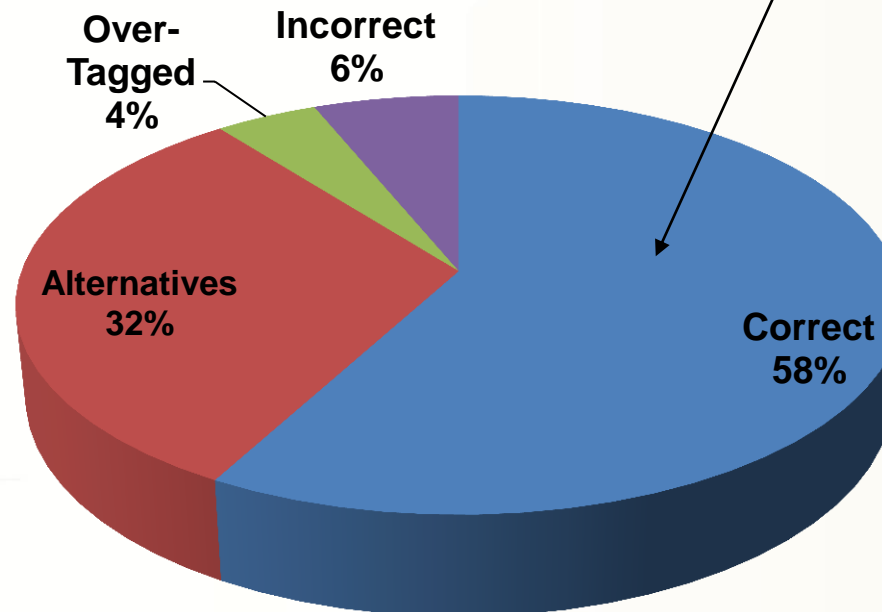
Categorisation validation

- Demonstrate that BIS staff will be able to use the categorisation scheme to easily tag and find content.
- Validation tests:
 - Walk through & review candidate categorisation scheme.
 - Place 40 of the most popular categories currently used in DMS in the appropriate categorisation scheme facet.
 - Tag 10 representative generic documents and compare those tags to an established baseline.
 - 21 BIS staff participated in one-hour group test session on May 20.



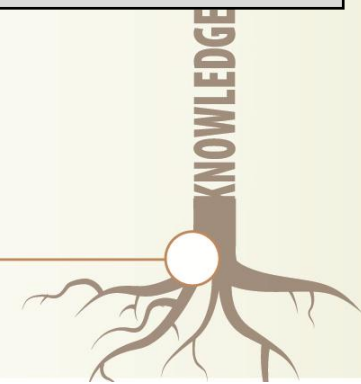
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- Overall, using the new categorisation scheme was **more intuitive** than expected – i.e., documents were tagged completely and consistently without training – despite the fact that 1/3 of the people rated categorising to be difficult.



Results: Good

Test subjects tagged documents consistent with the baseline 58% of the time, but Correct + Alternative tags accounted for 90% of tags.



Thank You

QUESTIONS



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taxonomy
BOOT CAMP >>>>

SharePoint
SYMPOSIUM

KMWorld 2011



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