

Information Management Challenge

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Technology Projects & Drilling (TPD)



Who we are

- Technology-driven energy company - 20,000 employees in 34 countries
- Equity oil and gas production - 1.89 million boe/d (2010)
- Operates 80% of all oil and gas production in Norway
- World's third largest crude oil seller
- Second largest gas exporter to Europe
- World's largest operator in waters deeper than 100 metres
- World leader - carbon storage and CO₂ efficiency in oil and gas production

Who am I?



Peter Lorentz Nitter

Work

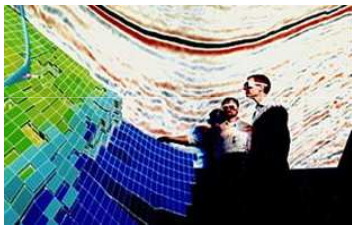
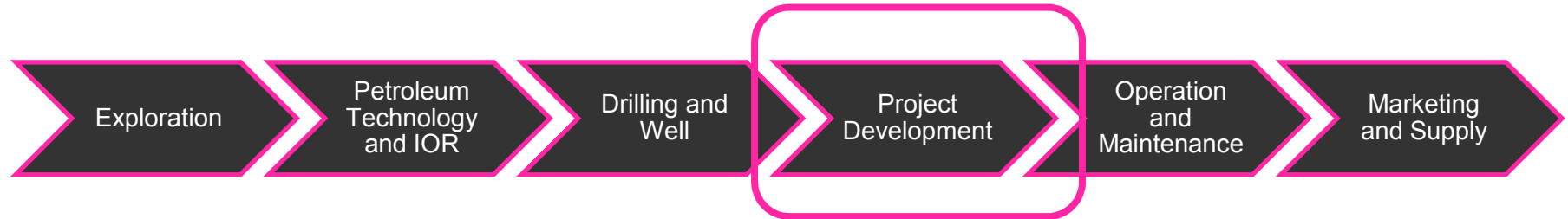
- **Statoil:** Records and Information Manager since 2008
- **Bouvet:** Consultant working on implementation of Information Management solutions (mainly for Statoil) 2005-2008
- **Kronodoc:** Consultant for a Finnish software company specialising in collaboration and information management solutions 2000-2005
- **CERN:** Project associate 1999-2000 in European research center, Switzerland

Education

- **NTNU (1999):** Department for Mechanical Engineering. Project- and Quality Management.
- **UiO (2008):** Organizational and Occupational psychology



What we do – Statoil's value chain processes





Characteristics of Statoil's operations

- Is a geographically distributed company. Future growth expected internationally
- Essential that employees with specialised skills, in different time zones, are able to communicate and collaborate effectively on complex tasks
- Extensive collaboration with external partners (contractors)
- The company has a significant amount of own policies and requirements for long term storage, traceability and retrieval of company information
- Must comply to governmental regulations
 - Petroleum Act (Petroleumsloven)
 - Requirements for public companies listed on Oslo Stock Exchange
 - Requirements for companies listed on US stock exchange (SOX)
 - Similar local regulations in the countries we operate in
 - «Archive act» (Arkivloven) is **not** relevant for Statoil

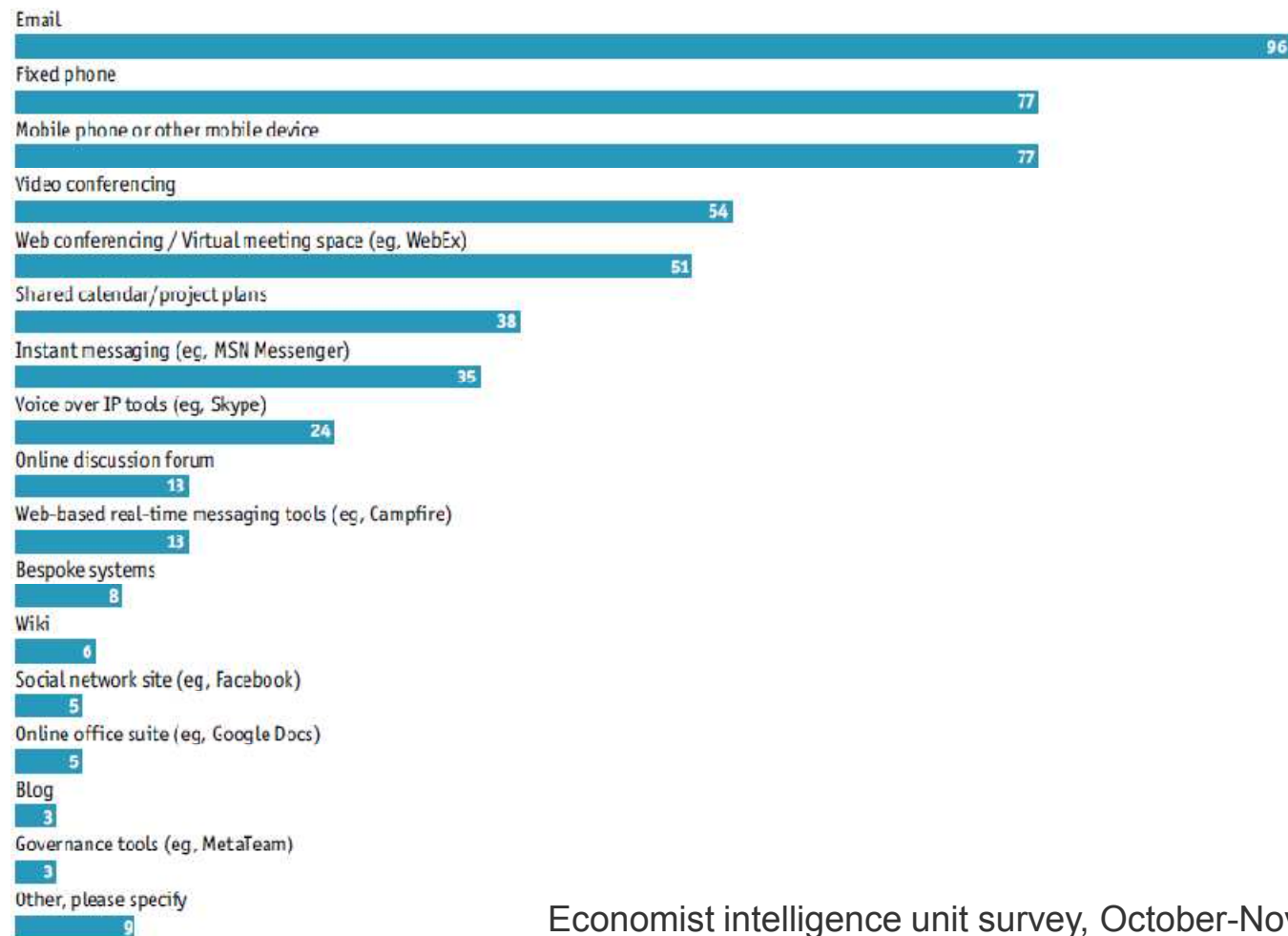
The aim is to create tracks that last...





What do users want to use? (email and phone)

PREFERRED TOOLS FOR VIRTUAL TEAMS



Economist intelligence unit survey, October-November 2009

So what's wrong with that? (Main concerns)

- Company information is being stored in private repositories
- Employees might commit the company financially or in other ways without the information being accessible for others
 - Our counterparty can have better documentation than we have on the commitment
- Prevents sharing information and knowledge with colleagues
- «IM41» (Information Management for one)
 - Everyone builds their own “archive”
 - A person brings the “archive” with him/her when moving to new tasks
- Authenticity of information which is not archived can be questioned as it is easy to manipulate
- Massive duplication of information
 - What is the valid/last version?

Example from mailboxes

- Monthly increase of 2-6 % of mailbox size
- Some 67000 mailboxes
- Average mailbox size is about 200 Mb
- 14 Tb total size of email repository



Statoil's approach to face the challenge

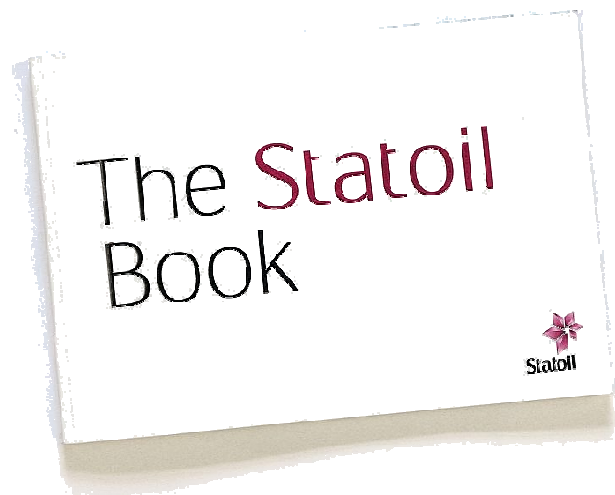
Policy, Guidelines, Training

- Policy anchored in «The Statoil book»
- Relevant roles and responsibilities clarified and documented
- A number of guidelines and fact sheets on how to manage information using corporate collaboration tools
- Challenge process owners to be specific on how information should be managed
- Extensive training material

Technical tools

- Size limitation in Outlook to limit amount of data
- Customised tool to transfer emails to team site and archive with metadata and retention policy
- Group mailboxes to be used by several employees for a task
- Corporate search engine for retrieval of correspondence stored in common repositories

We manage our information so that it is:



Information management policy

Accurate

Appropriate

Handled in
accordance
with its
sensitivity

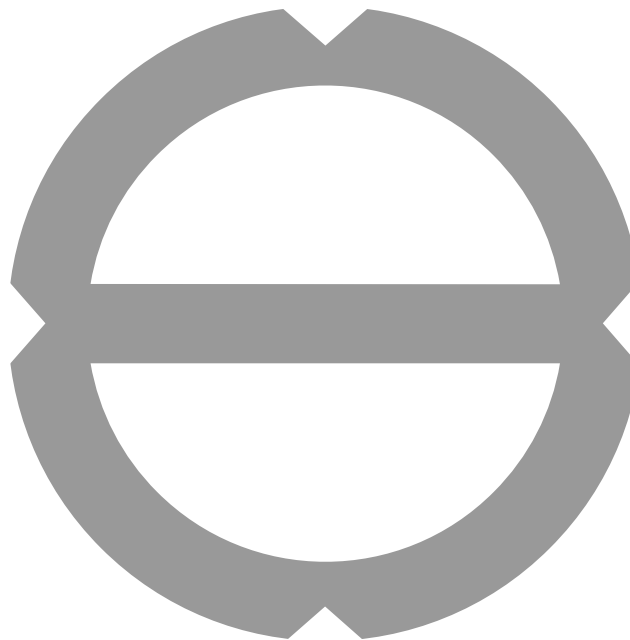
Readily
available

Different roles and responsibilities

PERSONELL

Act according to governing documents

UNIT MANAGER
Implementation and
follow-up



IMT manager

Ensure compliance

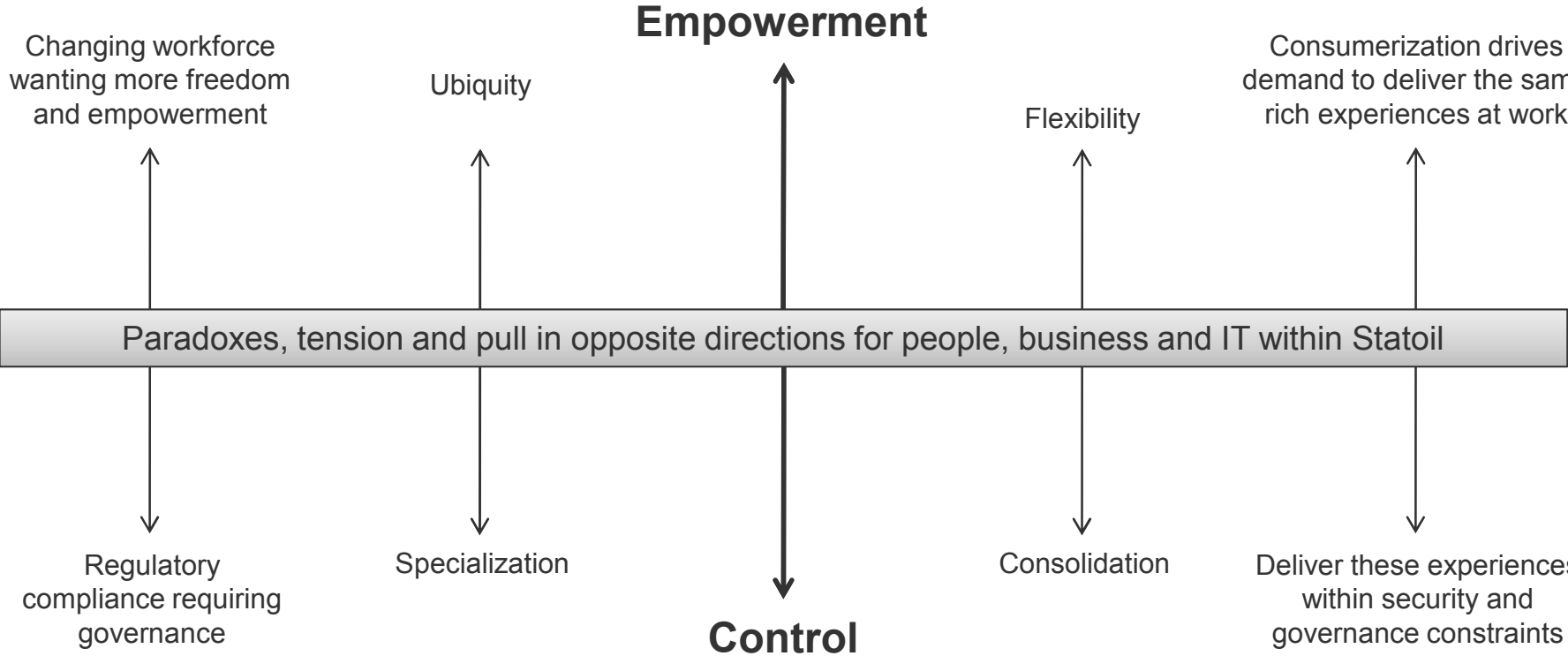
RIM

Communicate, monitor
and enforce

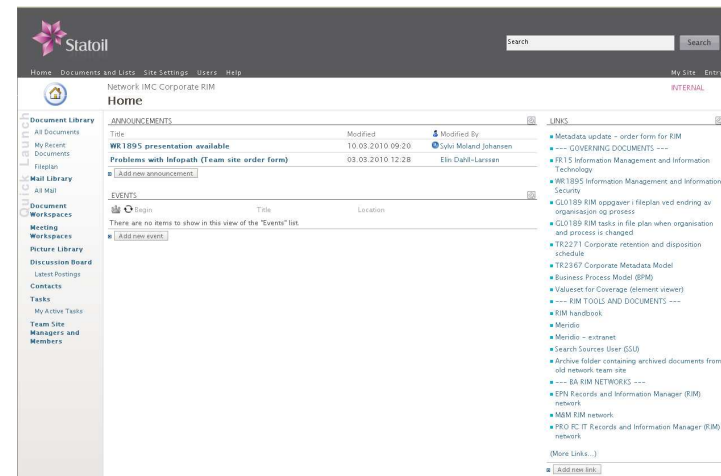
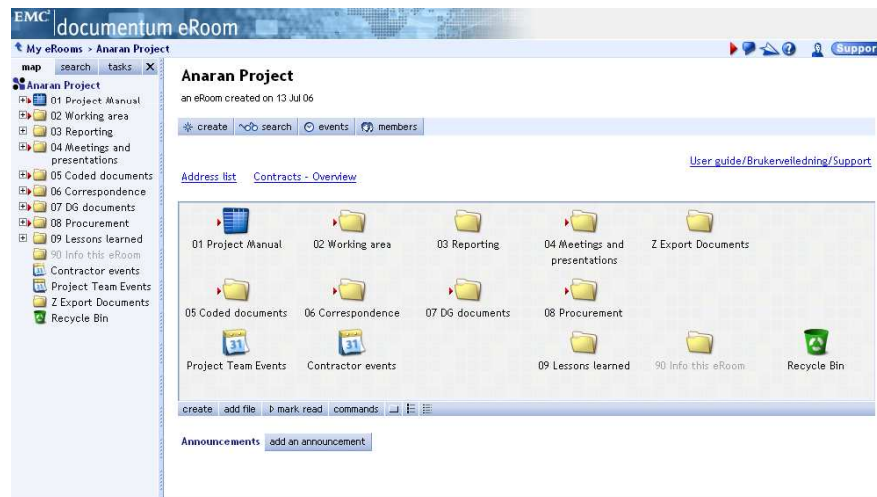
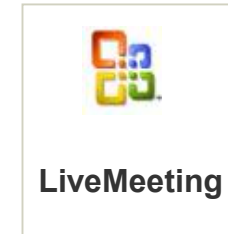
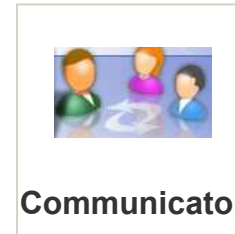
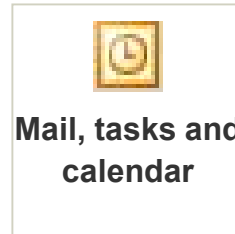
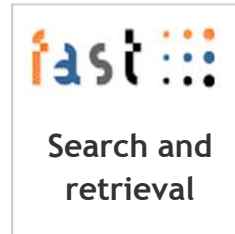
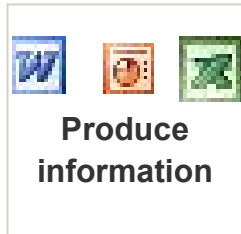
PROCESS OWNERS

Specify requirements and practices

Situation of paradoxes for collaboration tools



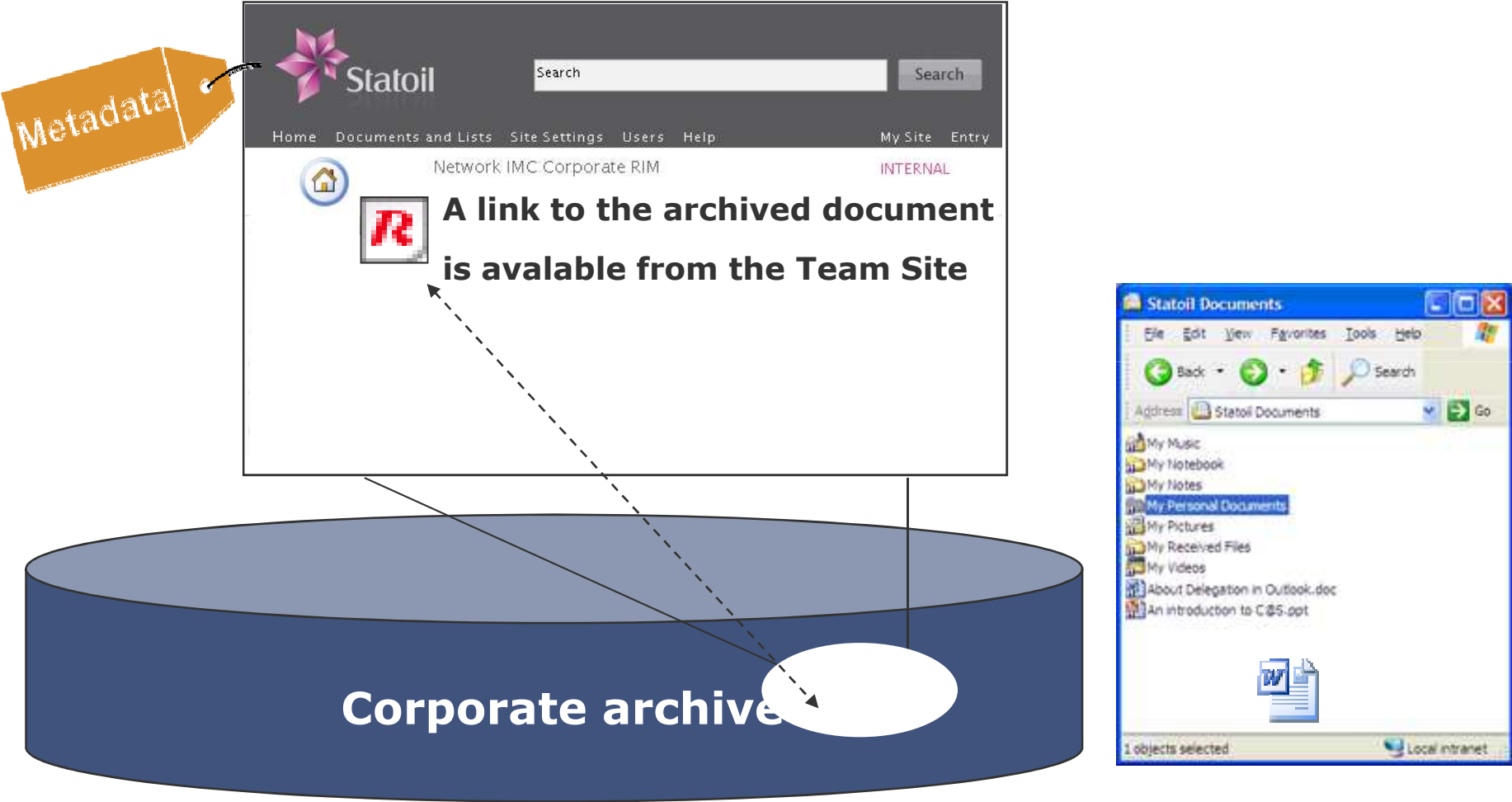
The Collaboration@Statoil tools



Corporate archive ("Meridio")



Metadata and archiving in practice



Status pr. May 2011

- Varying use of archiving
 - Good in processes and tasks where we need to be legally compliant
 - Not so good for knowledge transfer
- In some processes (e.g. procurement, project change) we have taken "a step back" and needed to implement increased formalities
 - Only signed letters accepted (e-mail correspondence not accepted)
- Generally, our current tools have limitations in supporting a structured way of working "out of the box"
 - Users must "invest" a lot of time and effort to utilise the tools
- Currently designing and implementing new collaboration tools (Office 2010)
 - How do we address the paradoxes for collaboration tools?
 - New tool with same challenges?

Thank you

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