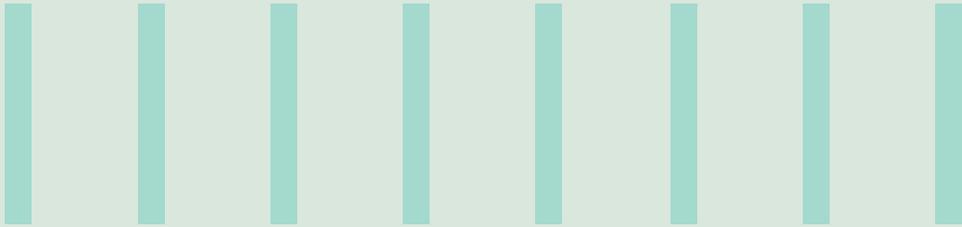




# M365 INFORMATION GOVERNANCE: ENSURING DATA INTEGRITY AND SECURITY IN THE DIGITAL AGE



In today's fast-paced digital environment, effective information governance is essential for preserving the integrity, relevance, and security of organizational data. With AI increasing the discoverability of information, the demand for strong governance is heightened. To improve information governance in this context, it is vital to implement strategies and tools that streamline data management processes, ensure data relevance and security, and enhance overall data quality.

Organizations are increasingly investing in M365 Information Governance to address critical business challenges. Several factors have necessitated this investment:



### Data Splurge due to Hasty Cloud Transformations

The COVID-19 pandemic accelerated the shift from legacy Document Management Systems (DMS) to cloud-based solutions. This rapid transformation led to an unprecedented surge in data volume, often without adequate governance frameworks in place. According to a study by IDC, global data creation and replication will grow at a compound annual growth rate (CAGR) of 23% from 2020 to 2025<sup>1</sup>. The sudden influx of data has overwhelmed many organizations, making it difficult to manage and secure information effectively.



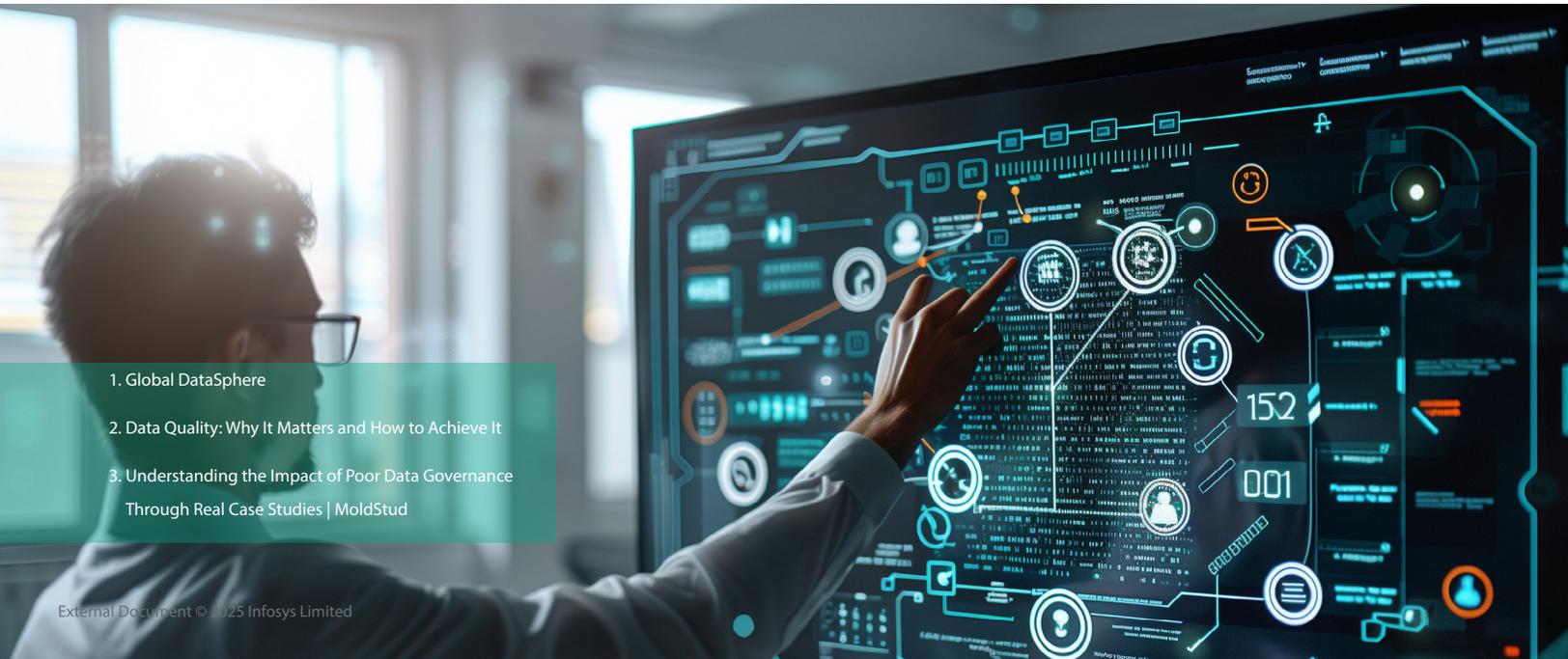
### AI Advent and the Need for High-Quality and Secure Data

The rise of artificial intelligence (AI) has made it imperative for organizations to maintain high-quality and secure data. AI-driven insights are only as good as the data they are based on. Poor data quality can lead to inaccurate predictions and flawed decision-making. A Gartner report highlights that poor data quality costs organizations an average of \$12.9 million annually<sup>2</sup>. As AI becomes more integrated into business processes, the need for robust data governance to ensure data integrity and security has never been more critical.



### Inadequate Information Governance Solutions from M365 Managed Services Providers

Many M365 managed services providers fail to offer comprehensive information governance solutions. This gap leaves organizations vulnerable to data breaches, compliance issues, and inefficiencies. According to a report by MoldStud, 50% of data breaches result from inadequate data practices.<sup>3</sup> The report emphasizes that poor data governance can lead to significant security risks, regulatory fines, and loss of customer trust.



1. Global DataSphere
2. Data Quality: Why It Matters and How to Achieve It
3. Understanding the Impact of Poor Data Governance Through Real Case Studies | MoldStud

## Impact

Failing to implement robust M365 Information Governance can have severe consequences for organizations:

### • Data Breaches and Security Risks:

Without proper governance, sensitive data is at risk of unauthorized access and breaches. This can lead to financial losses, legal penalties, and reputational damage.

### • Compliance Issues:

Organizations must comply with various regulations such as GDPR, HIPAA, and CCPA. Inadequate governance can result in non-compliance, leading to hefty fines and legal repercussions.



### • Operational Inefficiencies:

Poor data management can hinder productivity and decision-making. Employees may struggle to find and use relevant data, leading to delays and inefficiencies.

### • Loss of Competitive Advantage:

High-quality data is a strategic asset. Organizations that fail to govern their data effectively may miss out on valuable insights and opportunities, putting them at a competitive disadvantage.

## Resolution

Infosys offers a comprehensive **M365 Information and Data Governance Solution** designed to address these challenges through three key phases:



### Know Your Data

This phase involves understanding the current state of data within the organization. It includes using a rule-based engine to identify potential data exposure risks and compliance issues by assessing information security risks.

The goal is to classify data, identify vulnerabilities, and provide survey-based recommendations for AI readiness users.

This phase also includes planning the information governance strategy, building or revisiting business classification, and preparing the environment through workloads and visibility.



### Secure Your Data

In this phase, the focus is on protecting data from unauthorized access and breaches. It includes managing the M365 lifecycle, restricting SharePoint site and OneDrive content access, and reporting ownerless sites and unused information.

Additionally, unused content can be archived from SharePoint Online to Azure Blob storage to reduce storage costs. A platform for admins and site owners is provided to perform remediation actions, including bulk removal of oversharing permissions and updating sensitivity labels. This phase ensures that data is secure, and access is controlled, addressing identified issues swiftly through actionable insights and automation.



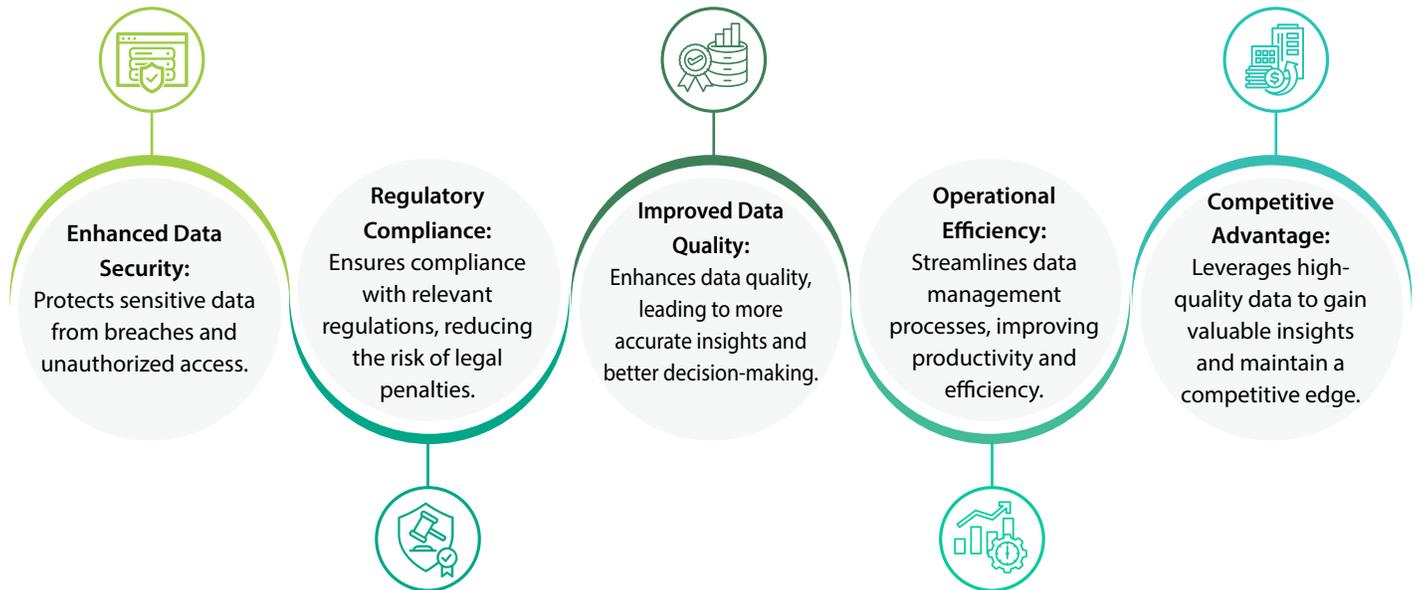
### Govern Your Data

This phase ensures long-term data health and compliance by implementing robust, ongoing governance strategies.

It empowers administrators to apply organization-specific custom governance rules and policies. This phase also includes assessing the readiness for Copilot adoption by examining user profiles and identifying gaps and potential tenant-related issues. Ongoing governance strategies enforce various lifecycle processes like onboarding, recertification, archival, storage, and retentions. The goal is to maintain data integrity and compliance continuously, driving communication and change management for remediation, best practices, and standards.

## Benefits

Implementing Infosys M365 Information and Data Governance Solution offers several benefits:



## Conclusion

The importance of robust M365 Information Governance cannot be overstated. As organizations continue to navigate the complexities of digital transformation, the need for effective data governance becomes increasingly critical. By implementing a comprehensive solution like the one offered by Infosys, organizations can ensure data integrity, security, and compliance, while also unlocking the full potential of their data assets. This not only mitigates risks but also drives operational efficiency and competitive advantage in the ever-evolving digital landscape.

## About the Author



### Anshuman Agrawal

With 21 years of experience in IT services, Anshuman is a visionary technology leader. He leads a team of architects dedicated to developing next-generation solutions and offerings in the Microsoft 365 services area, leveraging the power of artificial intelligence to drive innovation. He also spearheads large transformation programs for enterprises across various domains, utilizing AI-driven insights to optimize processes and deliver exceptional results. His expertise and commitment to integrating AI into technology solutions make him a pioneer in the industry.

**Infosys Cobalt** is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance come baked into every solution delivered.

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