

# Information Management / Information Technology Business Processes

“Not everything is important”

# What is Information Management?

- How we use information to make better decisions / provide better information
- How we create, assemble, store, retrieve and present information
- As opposed to: Knowledge Management
  - The human interpretation of information

# IM Definition Continued

- We start with data in its primitive form
  - Data + Context = Information
  - Information + Skill (capability) = Knowledge
- Context of the data is important but should not be confused with Content
  - Context is to Content as
  - Views are to Databases

# Discussion items

- Records vs documents
- Structured vs Unstructured data
- When can you share and bring together data?

# Barriers to Information Management

- Security
- Privacy
- Legal
- Lack of common business rules
- Common Metadata definitions

# IM Issues

- How do we move the IM agenda forward, even when a variety of activities have demonstrated a need to do more?
- Can we ever get to a stage where we can foresee and prepare for an eventuality or will we always say that we should have known in hindsight?

# Some best practices

- Scenario based planning has been used in one country to demonstrate legislative gaps
- Actual experience managing a crisis has demonstrated that the legislation supported IM activities in another

# A bit off topic 😊

- Discussion moved to National Registers and the challenges faced by governments in harmonizing their information
- It is felt that those nations that have a national ID system have a leg-up on those without (400 years of history is hard to duplicate)
- There is a feeling that globalization may put pressure on governments to implement national registers

# Conclusion

- IM continues to be a challenge in governments be it in capturing the attention of the decision makers or in its practical implementation
- IM must deal with the culture and may require a change in culture
- IM will change the business process