Surveying Information Management Strategies & Knowledge

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Investigating:
- The current state and future need for information management skills and techniques in both public and private organizations
- identify organizations that are at the leading edge of information management practice, thus providing insights into the level of 'best' practice.

Scope of the project

- Funded by Mid Sweden University ITM, awarded to The Archives and Information Science Group's Centre for Digital Information Management (CEDIF)
- Project conducted over 5 months, to be completed end of February 2011.
- Hired one research assistant, Marie Morner Jansson, to work on developing the instruments and conducting the research, in collaboration with Karen Anderson and Göran Samuelsson.

Scope of the project

A short-term intensive environmental survey to cover:

- All Swedish municipalities,
- A significant proportion of Swedish government agencies and
- A selection of large and small-medium private enterprises
- Data gathering completed; Data analysis in progress

Information Management

Describes the measures required for the effective collection, storage, access, use and disposal of information to support agency business processes. The core of these measures is the management of the definition, ownership, sensitivity, quality and accessibility of information. These measures are addressed at appropriate stages in the strategic planning lifecycle and applied at appropriate stages in the operational lifecycle of the information itself.
(Victorian Auditor-General's Office, 2007)

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Why Survey Information Management?

- Some governments, through their information policy and managment authorities, recognize that focusing on traditional records management approaches is not enough to ensure capturing evidence of processes and transactions in the digitital business environment.

- Archival authorities in these countries are leading or closely involved in initiatives to foster sound information management strategies.

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Canada

A professional development presentation and statement by Ian Wilson in 2002:
The IM Imperative for E-Government lists strategies for
- Information Policy
- Framework for Management of Information
- A Case for Action
- An IM "Situation Analysis"
- An IM Ready Survey

Claims a clear role for the National Archives

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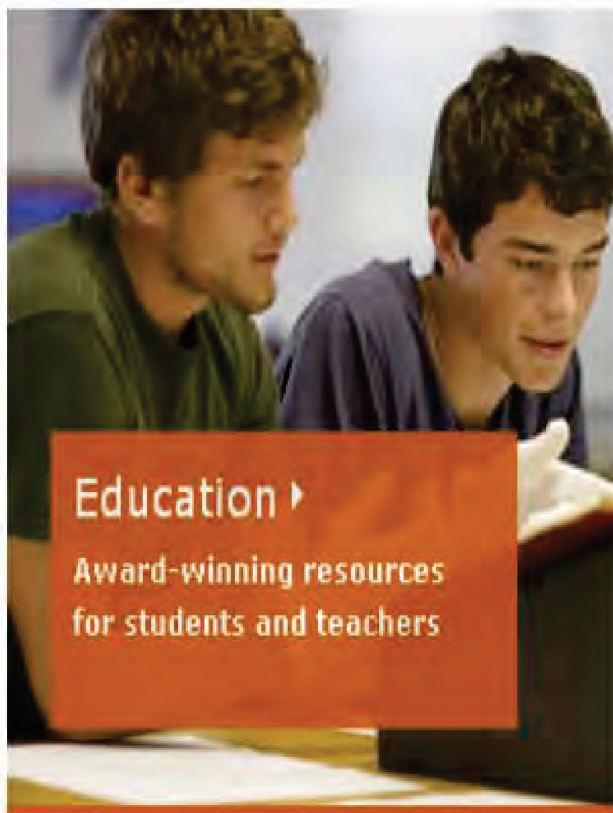
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The National Archives (UK)

Implementing EDRM systems across government has increased the level of awareness of what is required and raised questions about the effectiveness of the approach taken. It is now recognised that **there is a need to look at the whole of the information management process, and re-focus on managing all types of information from the time it is created.** In this new context some existing EDRM system implementations look either outdated, underused or both as they do not support fully an organisation's business needs.
(The National Archives (UK), 2010)

IM in the UK

- Knowledge and Information Management formally recognised as a function of government
- Chief Executive of The National Archives is
  - Head of the Knowledge and Information Management Function and
  - Head of Profession
- TNA provides support services to the Knowledge Council

Welcome to the Government Knowledge and Information Management Network (GKIMN)

The Government Knowledge and Information Management Network is the team that supports the delivery of the knowledge and information management strategy for government and is the Secretariat for the Knowledge Council. Learn more about the infrastructure that has been put in place to improve how government manages its knowledge and information.

Government strategy for managing knowledge and information

Building government's capability in managing knowledge and information.

Knowledge Council

The strategic body established to lead government in the better use and management of its knowledge and information.

Knowledge and Information Management Function

Supports those whose defining part of their work enables the creation, storage and accessibility of knowledge and information.

Government Knowledge and Information Management Network

Brings together knowledge and information management practitioners, activities and services.

Government Knowledge and Information Management Professional Skills Framework

The framework defines the skills needed by KIM professionals working in government and supports their career development.
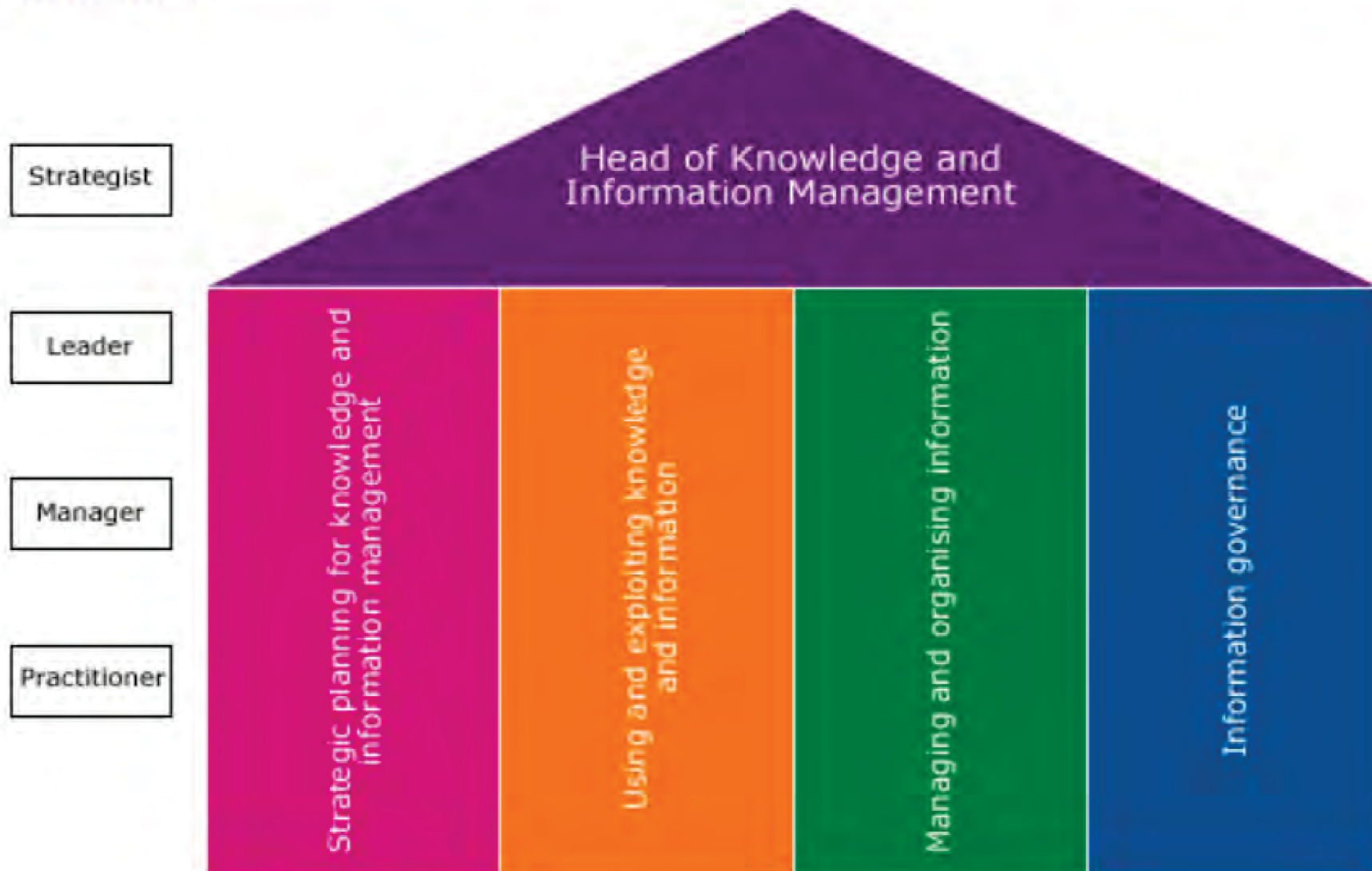
UK Government Knowledge & IM Network

- Raise capability through support, advice, training, tools and communication
- Embed a culture of K & IM across government
- Bring together K & IM practitioners to collaborate, share expertise & solve cross-government issues
- Create a unified community under a shared agenda
- Ensure initiatives are complementary
- Support professional development

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The National Archives (UK)

Structure of the Government Knowledge and Information Professional Skills Framework

UK Government Knowledge and Information Management Professional Skills Framework

Practitioners, Managers, Leaders & Strategists.
A skills and knowledge framework for:
- Career Development
- Recruitment and Selection
- Performance Management
- Identifying Training Needs

http://gkimn.nationalarchives.gov.uk/framework.htm

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Australian Government IM Problems

- In recent years an earlier focus on IM has reverted to a focus on ICT and procurement. This imbalance needs to be redressed.
- Policy agencies, better information management is needed to move from critiquing the performance of line agencies to the more constructive role of developing policy and strategic thinking.
- No whole-of-government responsibility assigned to information management at a senior enough level to ensure that it is taken seriously by agencies.
- Office of the Australian Information Commissioner 'overdue'.

Australian Government

Office of the Australian Information Commissioner

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Who are we?

The Office of the Australian Information Commissioner (OAIC) is an Australian Government agency, established under the _Australian Information Commissioner Act 2010_.

The OAIC has been established as part of recent major changes to federal freedom of information law.

These reforms bring together, for the first time, functions relating to freedom of information and privacy, as well as new functions relating to information policy. The Office of the Privacy Commissioner, which was the national privacy regulator, was integrated into the OAIC on 1 November 2010.

For more information, see What do we do?

Role of the NAA in IM

- Supports agencies in the creation and management of authentic and reliable information and records
- Provides IM products and services to assist them to manage their information and records.
- Encourages agencies to use an *Information Management Framework* to facilitate the strategic management of information and provides assistance in implementation.
- Provides advice on changes in information management approaches and technologies.
- *Check-up*: *a tool for assessing your agency's information and records management*

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The NAA

- Undertakes a benchmarking survey every three years that covers a wide range of information management practices;
- Has a self-assessment tool for agencies to use in reviewing their record keeping under development.
- Provides an agency service centre and
- Record keeping training courses.

E-Government in Sweden

- Formed the e-Government Delegation to establish national strategies for public e-services http://en.edelegationen.se

Mission:

- Facilitate citizens' communications with public agencies, make every day work less complicated and implicitly set free time for the citizens to spend on other activities;
- Make life easier for enterprises, large and small;
- Increase efficiency and thus save money

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The eGovernment Delegation

Terms of reference

To strengthen the development of eGovernment and create good opportunities for inter-agency coordination, a delegation for eGovernment is being established. ToR 2009:19

The eGovernment Delegation has received an additional mandate on public information and social media.
ToR 2010:32

News

News from the Secretariat
Peter Krantz and Dano Costouvsqi are back to the Secretariat of the Delegation. Peter has been on parental leave and Dano has been

2010-12-22
E-identification Board and Swedish e-identification

The recently established E-identification Board will in the beginning of January
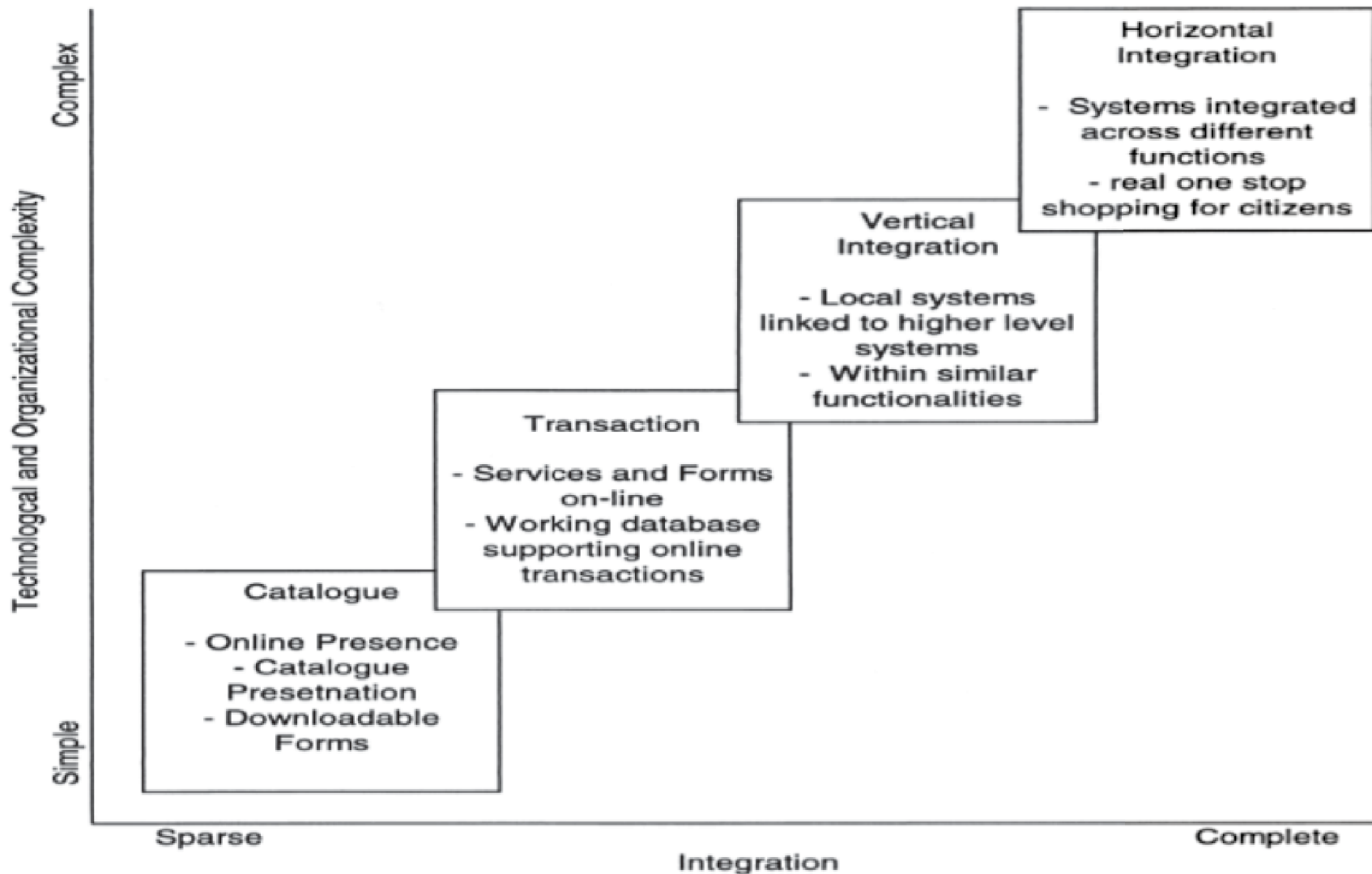
E-Government Delegation focus

- The focus is on streamlining interaction with citizens and business
- Commissioned a report from the National Archives on developing a whole of government e-Archive and e-Registration system

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E-Government maturity model

Layne & Lee (2001)

Information management issues

Capture, management and re-use of information is NOT an indicator of maturity in the model

- The systems underlying e-government services are very complex:
- Multiple owners/actors
  - Within organisations or government agencies
  - Across agencies
  - Across jurisdictions
  - Outsourced services

Archivists and
digital information management

Archivists manage documentary evidence to ensure:
- Authenticity
- Reliability
- Integrity
- Accessibility and
- Usability
- We ensure that information in archives is **trustworthy**.
- ***But are we being left behind in the digital environment?***

Mid Sweden doctoral research:
The archivist's expertise as a resource

Archivist consulted?

- Only when new systems concern registration or preservation of archives

Preservation considered?

- Rarely included in digital information systems requirements

(Kallberg, Svärd & Sundberg , 2010)

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Information Management Benchmarking: Mid Sweden research project

Data gathered through interviews, web survey & focus groups about:

- The state of the art of information management
- Its importance to business and service efficiency and effectiveness.
- Understanding business needs for knowledge and skills in information management
- Research needs

Web survey

Multiple choice questions under these headings:
- What are the drivers for information management?
- Challenges to achieving EU's/e-Delegation's vision of 'seamless' information?
- Does the organisation have a specific IM framework?
- Where does responsibility for IM rest in the organisation?
- What competence profile is needed by the person or function in charge of IM?
- In which areas are more knowledge /skills needed to facilitate faster/better implementation of IM

Web survey (continued)

- Who uses long-term preserved information?
- What standards are used?
- What metadata /descriptive strategies are used
- Business process management …
- Sustainable information management and environmental aspects … 'Green It, Green Information Processes'
  - o IM in practice:
    - Experience in implementing regulations, standards, systems
    - Which professions are best allies?
    - In which areas is more knowledge needed?

Information Management Benchmarking: preliminary indications

- Some uncertainty about who should answer the survey questions. 47% response rate.
- Questions more difficult than anticipated
- Differing approaches among organisations to assigning responsibility for information management
- Much interest in strategic information management ….
- *Survey results available later in 2011*

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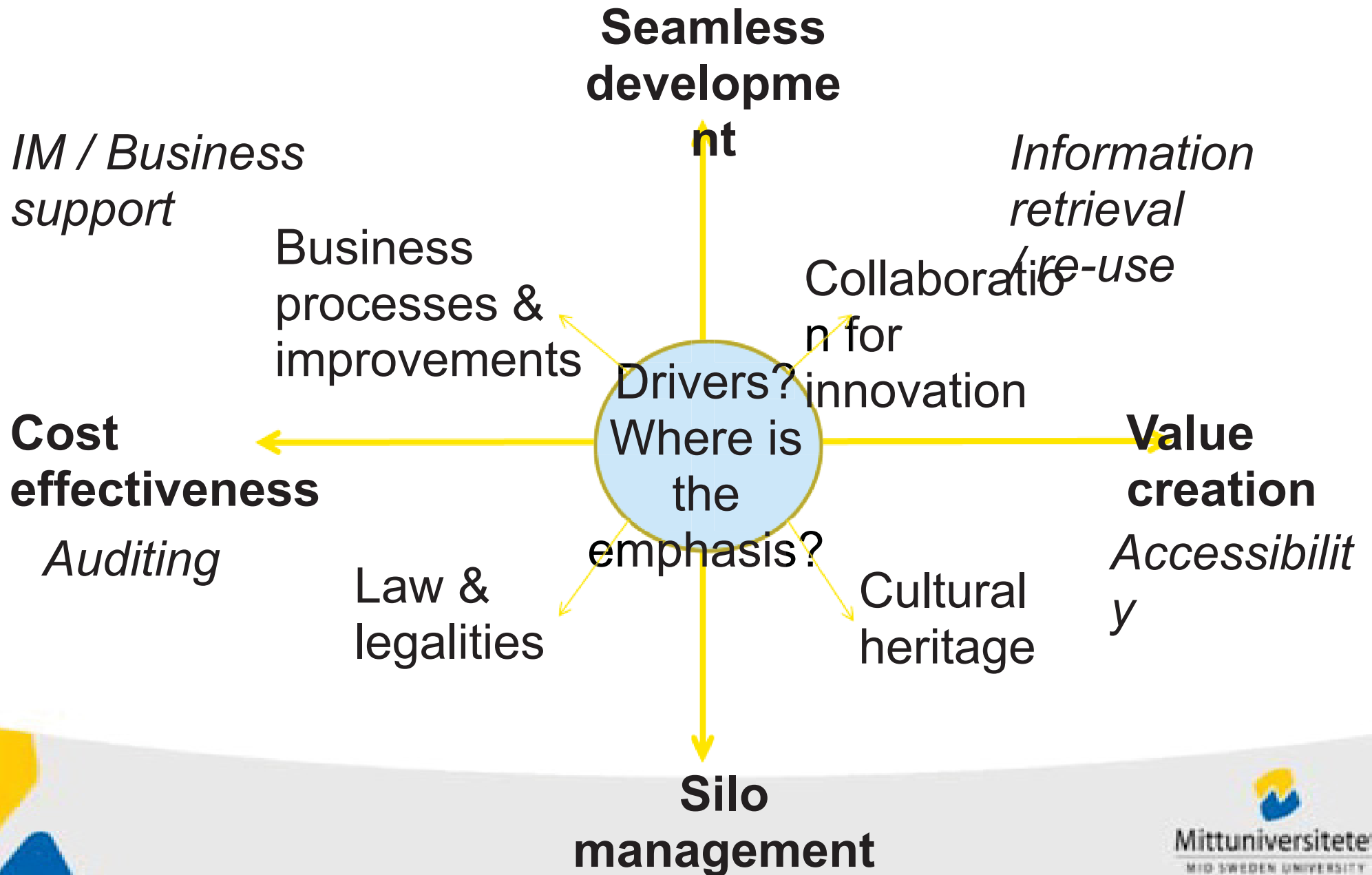MID SWEDEN UNIVERSITY

Interviews and focus groups

Interviews
- Selected senior managers with responsibility for IM and asked for deeper interviews on these themes and their organisation's needs

2 Focus Groups
- Our aim was to mix IT / enterprise information architects /business process managers with archivists.
- Circumstances beyond our control: 1 group of IT & EIA and 1 group of archivists

Mapping different IM purposes

Seamless development

IM / Business support

Information retrieval / re-use

Business processes & improvements

Collaboration for innovation

Cost effectiveness

Drivers? Where is the emphasis?

Value creation

Auditing

Law & legalities

Cultural heritage

Accessibility

Silo management

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Models & strategies

We have some models for information management maturity:

- ARMA International's *Generally Accepted Recordkeeping Principles* ® and associated *Maturity Model for Information Governance*; *ICA-Reqs*
- The planned series of ISO standards *Information and Documentation – Management System for Records* eg *ISO30301 Requirements*

OR

- Should we try to incorporate information management maturity into the Layne and Lee model?

The Right to be Remembered

Ability to:
- Ensure capture, preservation of authentic records and information wherever and however it is created
- Ensure long-term preservation issues are among requirements when planning/purchasing systems
- Demonstrate authenticity and reliability
- Ensure rights to access
- Ability to retrieve and present information in usable formats now and in the future

The duty to forget

- Provision of data, information and system security
- Ability to redress wrong information about a person without compromising the record
- The rights to secure information against access
- Cross-checking records to prevent duplication, inefficiency and endangering of persons through accessing incomplete or wrong information

Remembering and forgetting?

Information Management strategies in the digital information society

- Can provide the key to democratic participation by citizens in open government to an unprecedented level.
- Need careful strategic planning and orchestration in a very complex environment
- Require planning for / protection from unknown future use and users

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