

# Managing Information in Organizations

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## Chapter 16 Future of Information Management

### Link 16.2 Answers to Cloze Exercise 16.1

Information **GOVERNANCE** is an external driver for information management. Information needs to be managed to ensure that it is accessible to meet the internal and external information needs of the **ORGANIZATION**. Access to information can be hindered by technical, **CULTURAL**, and contextual barriers. Groups within the organization adopt **TRIBAL** behaviour, and use language as a means to separate themselves from other parts of the organization.

Problems with information **MANAGEMENT** relate to having too much or too little information. Information is intended to **INFORM** the behaviour of the recipient but too much information prevents action from being taken. Complaints relating to insufficient information in organizations require further investigation to determine whether the problem relates to information **ACCESSIBILITY** rather than availability. Accuracy and completeness are qualities of information **INTEGRITY**. The accuracy of information is affected by mistakes in data **CAPTURE**, inconsistent copies of the data, and misinterpretation of the information. Information overload and concerns relating to the quality of information have contributed to concerns that the information resource has become **POLLUTED**.

The **GOOGLE** generation has high expectations for information accessibility. However, while access to information has improved, information **LITERACY** has not improved. IT is an **ARTEFACT** which changes the way in which a task is performed and changes the requirements for managing information. The **INFORMATION** component of IT can become overlooked and this can result in a lack of consideration being given to using information responsibly. Innovations in technology, society, and business practice promote new ways in which information can be **CONSUMED**. **DATA** can be captured from sensors and then analysed, triggering a pre-programmed response such as switching on a light, to facilitate smart interaction within the home environment. Approaches to make **SENSE** of the data captured are needed to identify appropriate actions to be taken in response to the data.

Information **SUSTAINABILITY** refers to the ability to ensure the timely provision of accurate and relevant information in the long term without adversely affecting the resources in the natural environment. IT provides access to information to inform decisions relating to sustainability; however, the creation and use of IT incurs **ENVIRONMENTAL** costs.

**GREEN** computing seeks to reduce the energy required to manufacture and operate IT equipment. For example, data **CENTRES** use large amounts of energy to store an organization's data.

The decision to make an ongoing commitment to managing information must be **STRATEGIC** to facilitate investment of resources. Behavioural **CHANGE** is needed which acknowledges the role of the individual in improving and maintaining the quality of the information resource. The responsibility for managing information lies with **EVERYONE** and cannot be **DELEGATED** to business functions, the IT department, or to an external service provider.