

# HEALTH CHECK

## INFORMATION & KNOWLEDGE MANAGEMENT



The potential benefits from improving information management practices are up to \$20,000 per employee per year. You can also expect improvements in quality, responsiveness, innovation, competitiveness and asset value to result.

### DO YOU NEED A HEALTH CHECK?

1. Do you know what information and knowledge is vital to your organisation?
2. Can you place a value on your organisation's information assets?
3. Do you have a system for capturing high priority information and knowledge?
4. Do you know where your key information and knowledge is stored, who has access to it, how they find it?
5. Do you have a system for identifying and disposing of unimportant or no-longer important information and knowledge?
6. Is each item of information or knowledge stored in a single location within your organisation?
7. Are you actively managing ONLY the information that is critical to the operation of the organisation?

An answer of NO to one or more questions indicates that running an Information & Knowledge Management Health Check would make excellent business sense for your organisation.

### CLIENTS

Experience Matters developed the Information & Knowledge Management Health Check for the whole of Federal Government on behalf of National Archives of Australia. Other clients include ABB Grain, Origin Energy, City of Marion, HomeStart Finance, SA Tourism Commission, Port Kembla Port Corporation and WorkCover SA.



### OVERVIEW

An improvement program must start with the organisation's current situation. A Health Check provides an independent and unbiased appraisal of an organisation's information and knowledge management practices which can then be used as a basis for improvement.

Experience Matters runs a thorough review of your current information and knowledge management environment, taking into account business drivers and strategic goals.

These are evaluated against agreed appropriate standards and benchmarks.

This process establishes the importance of Information and Knowledge Management in your organisation and focuses attention on the efficiencies and cost reductions that could be achieved by improving your tools, systems, practices and resources.

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### HOW IS IT DONE?

In conducting a Health Check, Experience Matters assesses your current Information and Knowledge Management practices through a discovery process, which can look at how information and knowledge is created, received, captured, employed, shared, stored and disposed of in your organisation.

This is looked at from the following perspectives:

- Business value: how well information needs are being met and how well information supports the strategic objectives of the business
- Technology: effectiveness of the technologies your organisation uses
- Organisation: how efficiently the organisation is using information and technology to deliver business value
- Investment: how funding decisions are made for information management programs and the value derived
- Inhibitors to success: underlying risks that would negatively impact the success of future information management programs

Hard questions will be asked in order to expose and explore the organisation's culture, experiences and thought processes.

We use workshop environments to create the corporate conversation, facilitate discussion and trigger enterprise-wide understanding the issues. It engages the senior management team, raising executive awareness of information management requirements and practices and garnering support.

Experience Matters then produces a report on how you are tracking against agreed benchmarks and recommends improvements.



### DELIVERABLES

Experience Matters will provide you with the following materials so you can plan your next steps:

- An assessment report, identifying the gaps in current tools, systems, practices and resources.
- An action list that addresses the identified gaps.
- A communication plan and draft communication pieces to support the advancement of the report. This could include a presentation to senior management.

Other deliverables may also include:

- Risk profiling which facilitates informed decision-making about the actions to be implemented, their scope and order and recommendations for improvement: these will form a Roadmap which is a key component of an Information Management Strategy.

### BENEFITS

A Health Check is a very rapid, extremely smart, collaborative discovery process that maps and assesses your organisation's current situation.

At a business level, improvements in information and knowledge management tend to result in improvements in quality, responsiveness, innovation, competitiveness and asset value.

The most significant benefits relate to time saved by your staff, including:

- More effective and efficient searching and retrieving of documents including the ability to integrate line of business applications for holistic information discovery purposes.
- No longer needing to recreate documents due to their loss.

A reduction in office and storage costs for hard copy records also results from improvements in information and knowledge management.

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