

HEALTH CHECK

DATA, INFORMATION & KNOWLEDGE MANAGEMENT



The potential financial benefits from improving information asset management practices are up to \$20,000 per employee per year. You can also expect improvements in revenue, cost management, productivity, competitiveness, risk management and staff morale.

DO YOU NEED A HEALTH CHECK?

1. Do you know what data, information and knowledge is vital to your organisation?
2. Is managing your information assets effectively a strategic imperative?
3. Does your culture value information as a strategic business asset and ensure it is managed as such?
4. Do you know how much it costs you to manage your organisation's information assets?
5. Can you place a value on your organisation's information assets?
6. Do you know the benefit to your organisation and staff of better managing information assets in terms of revenue increase, cost reduction, risk management, performance improvement, competitive advantage and staff morale?
7. Do you and your staff clearly know who is responsible and, more importantly, truly accountable for managing your organisation's information assets?
8. Do you know where your key information and knowledge is stored, who has access to it, how they find it and how they destroy it?

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

CLIENTS

Experience Matters has developed and conducted the Information Asset Management Health Check for small, national and global clients and all levels of government and is currently doing so for 13,000 law firms across North America.



OVERVIEW

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

Experience Matters runs a thorough review of your current information asset 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 data, information and knowledge management in your organisation and focuses attention on the business benefits that could be achieved by improving your procedures, tools, systems, practices and resources.

(continued next page)

HEALTH CHECK

INFORMATION ASSET MANAGEMENT

(continued from previous page)

HOW IS IT DONE?

In conducting a Health Check, Experience Matters assesses your current information asset 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 examined from the following perspectives:

- The potential **Benefits** that good information asset management contributes
- The **Executive Awareness** that information is a vital business asset to be managed as such
- The **Business Environment**: the management of the business as a whole including genuine accountability for information assets
- The **Leadership and Management** that establishes a structure for and culture of valuing and managing information assets
- The **Information Environment** including information asset governance, instruments and management
- The ability of the **Information Systems** to deliver the right information to the right people at the right time for the right purpose
- Staff's **Information Behaviours** which can introduce risk and waste on one hand and profitability, competitive advantage and staff morale on the other
- **Information Quality** in terms of accuracy, timeliness, relevance etc.
- **Information Performance** in terms of how well information is exploited for business benefit
- How information management initiatives are **Justified**

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

We use file scans, surveys and workshop environments to ascertain perceived and actual behaviours, create the corporate conversation, facilitate discussion and trigger enterprise-wide understanding of the issues. We engage the senior management team, raising executive awareness of information management requirements and practices and garnering support.

DELIVERABLES

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

- A current practices assessment showing how information assets are managed and used.
- A business impact analysis that identifies costs, risks, waste and potential benefits.
- A roadmap for improvement that thinks big but acts small, presenting achievable projects that deliver tangible benefits.
- A benefits realisation programme that measures and articulates tangible benefits achieved.

BENEFITS

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

At a business level, improvements in information asset management increase revenue, reduce costs, raise productivity, mitigate risk and improve quality, responsiveness and competitiveness. Our global research and anecdotal evidence shows tangible, realisable benefits of up to \$20,000 per person per year.

At operational level, staff can find timely, accurate, complete and relevant information allowing them to make informed business decisions, provide pertinent advice and deliver quality services to clients in a manner that is faster and better.



CONTACT:

James Price
james.price@experiencematters.com.au

+61 (0) 438 429 144

© EXPERIENCE MATTERS PTY LTD 2017