

**ASSESSING CLIENTS' NEEDS:
GATHERING & ANALYZING DATA FOR THE INFORMATION AUDIT**

GROUP EXERCISE

SCENARIO ONE

A department of 40 people who generate large volumes of reports, papers and other documents, and draw on expensive external information resources. This department has a departmental manager and 4 project managers.

As information manager, you have a view of providing the most cost-effective external information resources, and making sure that the large volume of internally generated information is adequately leveraged within the organization. Some, but by no means all, of the issues that need to be looked at include:

- How members of the department relate to the 4 project managers
- Identifying the information services that are considered to be the most useful
- To establish the flow of internally produced information sources