

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

GROUP EXERCISE

SCENARIO TWO

1200 geographically dispersed employees whose information needs, sources and outputs are unknown. They belong to 4 business units, each headed by a group manager situated in head office.

As newly recruited information manager, situated in head office, your aim is to deliver a comprehensive and centrally resourced information service.

Some, but by no means all, of the issues that need to be looked at include:

- To learn the geographical location of each potential information user, and the work group that they belong to
- To determine what information sources they need to fulfill their tasks
- To determine which information resources acquired by a work group are critical to their work