

Table 2.2 Objectives: to improve the efficiency of information provision
Purpose of the information audit: To improve the efficiency of information provision:

| <i>Objective</i> | <i>Outcome</i> |
|---|---|
| To understand better the organization, its mission, its people and how they interact with one another and with the external environment | More effective information provision. Alignment of information provision with organizational objectives. Improved decision-making when faced with competing resources or services |
| To reduce costs | More efficient use of the resources committed to the provision of information (financial, human, physical, technical). Elimination of duplicate resources. Identification of inefficient information use behaviours |
| To justify existing services/resources | Shows how existing services contribute to organizational success. Establishes whether the existing information services provide the information that employees need to do their work |
| To evaluate existing services/resources | Establishes how well the existing services are meeting the information needs of the employees and the organization |
| To promote existing services/resources | Informs users and non-users about the services and resources provided |
| To support restructuring of information services | Identifies critical resources and services and paves the way for the elimination or modification of non-critical resources and services |
| To support a request for additional staff and/or funding for information services/resources | Places a value on the services and resources provided by the information unit which allows further cost-benefit analyses to be done |
| To improve the efficiency of information services | Creates a map of what is needed where and when, which facilitates the efficient provision of information |