

Table 2.1 Objectives: to move towards strategic information management
Purpose of the information audit: To move towards strategic information management and knowledge management:

| <i>Objective</i> | <i>Outcome</i> |
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| To ensure that information resources and services support organizational goals | Enables a matching of information resources to organizational goals and objectives to determine their value to the organization |
| To identify the services that contribute to the organization's key business objectives | Enables the rationalization of information services including the cessation or modification of existing services and the introduction of new services |
| To develop a formal information policy | A formal information policy is the basis for strategic information management and a comprehensive knowledge management policy |
| To identify the needs of the key information users in the organization | The identification of organizational stakeholders and the information that they need for their work can lead to the fulfilment of their needs and may ensure their support for future projects |
| To map information flows within the organization and between the organization and its external environment | Highlights any inefficient information flows – can lead to the re-engineering of processes to make flows more efficient and effective |
| To raise the profile of the information service in the eyes of management by increasing the recognition that information is a strategic asset | Information providers secure a more strategic role in the organization and are seen to be contributing to organizational success |
| To link information to management processes | Enables the identification of critical information resources. Improves decision-making when faced with competing resources and services. Improves the ability to establish a 'value' for information services |
| To identify gaps and duplications or areas of over-provision of information resources | Allows gaps to be filled and duplications and over-provisions to be eliminated |
| To identify the important information resources used by the organization (including those that are not supplied by the information unit) | Facilitates acquisitions and subscription consolidation. Combined with the mapping process can result in a more efficient provision of strategically significant information resources |