

Monitor and control information management operations

Overview

This standard involves the evaluation and refinement of information management operations to ensure they are fit for purpose and meet organisational and stakeholder requirements. This includes:

- monitoring information management activities to ensure that they are carried out consistently
- the coordination of all aspects of the information life-cycle
- ensuring that information management operations are resourced appropriately
- managing the implementation of organisational information strategies
- the assessment of information-related risk and implementation of procedures to minimise it.

This standard is aimed at information management professionals and informatics managers working in the senior professional role and is primarily focussed on ensuring that information management operations deliver consistent outputs to defined organisational standards.

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Performance criteria

You must be able to:

1. coordinate and deploy resources required to manage the organisation's information management activities
2. authorise external providers of information services as appropriate to achieve strategic goals
3. monitor the quality of external providers of information services in line with organisational standards
4. identify and prioritise requests for information projects in line with organisational needs
5. identify and procure information management training to meet individual and organisational needs
6. coordinate all aspects of management of the life cycle of information to ensure availability in line with organisational timescales and standards
7. analyse and interpret information quality audit reports to identify and mitigate risks in line with organisational standards
8. implement a culture of continuous improvement in information management activities
9. review information management operations for compliance with internal and external standards and recommend improvements
10. ensure that the publishing and distribution of information is compliant with relevant legislation and organisational policies and standards

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Knowledge and understanding

You need to know and understand:

1. how to build an effective information management team with the required skills and expertise
2. how to negotiate and agree contractual arrangements with external providers of information management services
3. how to monitor and manage external provision of information management services
4. the results provided by monitoring information management activities and their deliverables and how to interpret them
5. how to verify the skills and capability of those involved in information management activities and identify training requirements
6. how to review the effectiveness of information management activities and their deliverables
7. how to review the effectiveness of the procedures and processes for information management
8. the processes, tools and techniques used to monitor information management operations and how to apply them
9. how to identify opportunities for process improvement
10. how to identify risks and resolve problems in information management
11. relevant national policies and best practice in information management
12. how to review the effectiveness of strategy, policies, procedures and standards relating to information management activities and their deliverables
13. how to implement a culture of continuous improvement related to information management activities

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