Lead information management operations

Overview

This standard involves planning and setting of the overall strategy for information management and information quality improvement within the organisation to meet business need. It also involves ensuring that the strategy is underpinned by effective policies, procedures and processes and that the resources are in place to deliver the strategy.

This standard is aimed at lead information management professionals and informatics managers working in the lead professional role and is primarily focussed on coordinating the organisations information management capability.

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Performance criteria

You must be able to:

1. direct all aspects of information management activities to ensure reliable and secure operations
2. develop the strategy for information management to meet organisational requirements
3. determine the resources needed to deliver the organisation's information management strategy
4. define the business case for investment in the information management function in line with organisational requirements
5. represent, internally and externally, the interests of the organisation on matters relating to information management strategy
6. provide thought leadership on the discipline of information management
7. drive innovation in information management across the organisation to improve organisational performance
8. manage information-related risks and issues that have been escalated to mitigate their business impact
9. implement a continuous quality improvement programme for information management activities
10. champion a culture of continuous improvement in information management activities to support changing business requirements

Knowledge and understanding

You need to know and understand:

1. the strategies that are required to meet organisational needs
2. how to develop strategy, policies, plans, processes, procedures and standards relating to information management
3. how to improve business performance through information management operations
4. the internal and external factors driving business information requirements an how to address them
5. the external factors that may impact on information management activities and how to identify them
6. how to manage the relationships with internal stakeholders and external bodies involved in information management
7. the principles of professional standards, accountability, openness, equality and diversity and clarity of purpose as they relate to information management
8. how to coordinate resources for information management operations
9. how to implement standards relating to information usage and management
10. the impact of integration of information systems within the organisation on information requirements and management
11. the risks to the organisation which can arise from poor quality information and how to mitigate them
12. contemporary information management issues and best practice
13. how improving the quality of information can reduce information-related risk
14. how to apply continuous improvement to information management activities
15. what the benefits of developing a strategic continuous improvement culture are

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