

## Manage information quality control processes

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### Overview

This standard involves using the methods, tools and processes that define and determine information quality. It involves the application of organisational measures to ensure the completeness, accuracy and reliability of organisational information.

This standard is aimed at information management professionals and informatics practitioners working in the professional role and is primarily focussed on ensuring that the information quality control processes are operating effectively.

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### Performance criteria

You must be able to:

1. verify the quality of information meets organisational quality standards
2. design information quality assurance and audit processes to meet organisational requirements
3. apply audit processes to ensure organisational quality standards are maintained
4. produce information quality audit records and reports as required in line with organisational standards
5. assess risks to information quality and take appropriate mitigating action in line with organisational procedures
6. assist in the development of internal policies for information quality management in line with organisational requirements
7. review the ongoing effectiveness of information quality procedures in line with organisational standards
8. identify and escalate threats affecting information quality to mitigate their impact in line with organisational standards
9. control and reduce risks to information quality in line with organisational standards

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### Knowledge and understanding

You need to know and understand:

1. the importance of information quality in information management
2. internal and external standards relating to information quality and how to apply them
3. the attributes of information that relate to quality, including: accuracy, integrity, authentication, reliability, currency, bias, relevance and timeliness
4. the metrics associated with information quality and how to apply them
5. the risks and issues associated with information management activities
6. how to manage risk in relation to information quality
7. what constitutes information quality (objectivity, accuracy, currency and completeness) within the domain and context of the business
8. how to establish levels of quality appropriate to the nature and context of the business
9. how to perform an information audit and analyse the results
10. the implications of poor quality information to the business
11. the implications of failing to maintain integrity, confidentiality and information security during information management activities
12. the importance of maintaining the integrity and confidentiality of information during information management activities and how to do this
13. the relationship between information risk and quality
14. the professional and ethical considerations relating to information management within an organisation

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