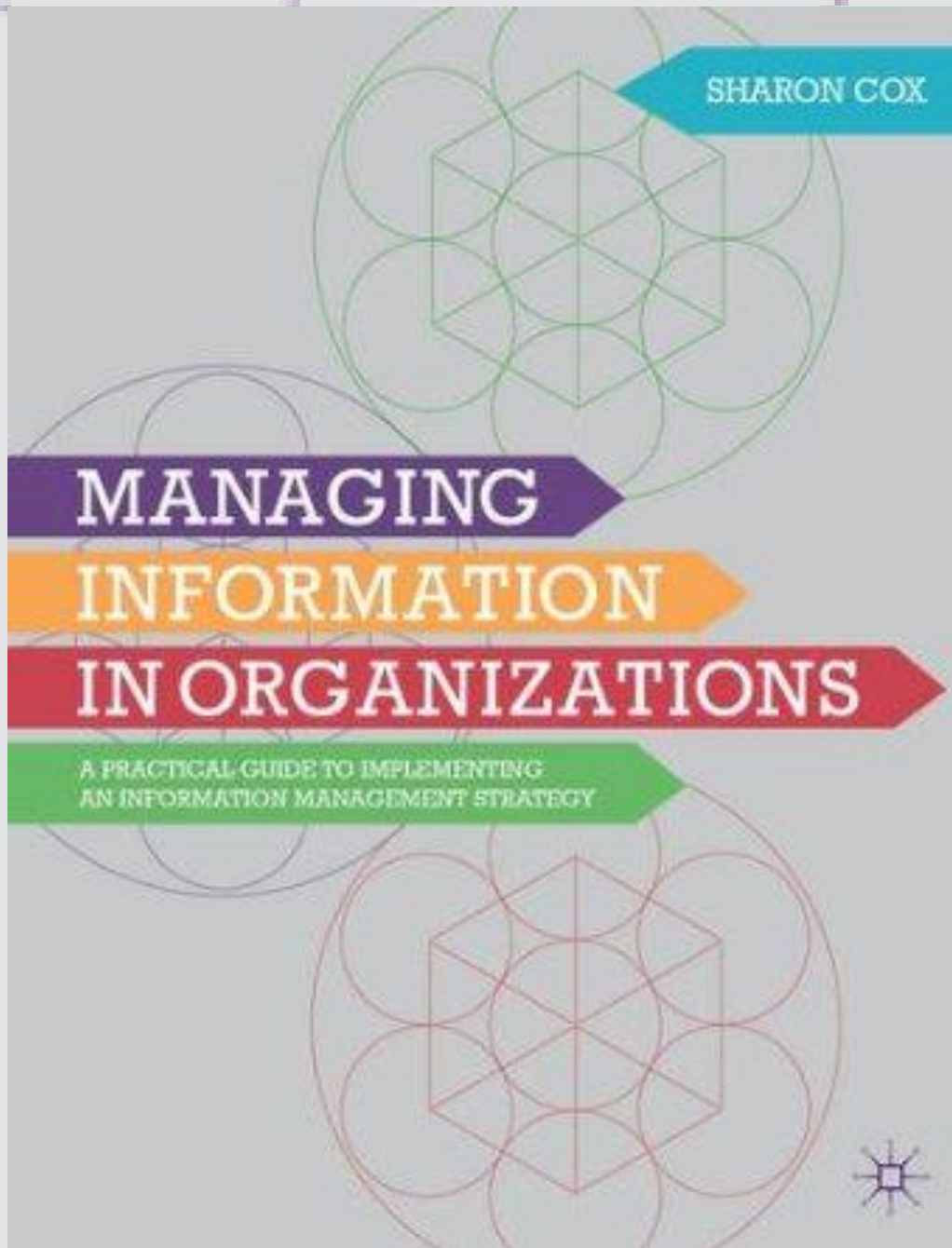


**ISBN:
9780230298842**



Key Principles

- Focus on the information in information systems and information technology.
- The organization provides the context from which information derives its meaning.
- The organizational context changes; organizations transform in response to internal and external triggers.
- Business and IT functions must work together to improve accessibility to quality information.
- Everyone in the organization needs to take responsibility for information and be accountable for how their actions affect the information resource.

Book Includes

- Case study scenarios and worked examples.
- QR codes to short quizzes that can be completed on a mobile phone.
- Exercises with answers available via QR code.
- Cloze exercises with answers available via QR codes.
- Activities.
- Discussion questions.
- Definitions.
- Additional resources available via QR codes.

Online Resources

- **@MangInforg** is a Twitter account that provides regular links to news items and resources.
- www.managinginformation.org is a blog discussing contemporary topics in information management.
- **Black Country Gifts** is an online retail store that provides a live case study demonstrating information management in practice.

Book Structure

- Part I Fundamentals of Information Management
- Part II Information Management Strategies
- Part III Challenges to Managing Information
- Part IV Developments Affecting Information Management

Part I Fundamentals of Information Management

- Starts simply with a model to show that information flows into and out of the organization.
- The model is used in Chapters 2 and 3 to show how information systems and IT support the information flows.
- Data flow diagrams are introduced to model the processes needed in the information life cycle.
- Chapter 4 demonstrates an approach to develop an information architecture.
- The approach combines the use of strategic analysis techniques, Wilson's soft systems method and entity-relationship models.
- Students find the worked examples of CATWOEs, conceptual models and the Maltese Cross very useful.

Part II Information Management Strategies

- Discusses common problems in organizations (such as conflicting information and information overload) and offer practical guidance on how to address the problems and avoid them reoccurring.
- Key information management themes such as information governance, information security and legal and ethical issues are discussed.
- An approach to formulating and implementing an information management strategy is outlined and example information strategies are presented.
- By discussing real problems in organizations, students understand the relevance of, for example, information governance.

Part III Challenges to Managing Information

- Organizations change; Part III explores typical events that trigger change such as corporate merger or company dissolution, the introduction of e-business systems or customer relationship management, developing a new information system or implementing a packaged application or managing a legacy system.
- An organizational architecture is used to determine how an organization needs to change to respond to these events and how the changes to the organization affect the organization's need for information.
- This helps students to understand the impact that IT has on an organization and why information requirements change.

Part IV Developments Affecting Information Management

- Part IV provides an overview of technical themes (such as cloud computing and ERP), business themes (such as knowledge management and business innovation) and information themes (such semantic information and personalized information).
- The role of information management is considered for each theme, for example, cloud computing requires legal issues to be addressed.
- Guidelines and checklists are provided to help students to examine how events affect information in the organization.

Style

- Each chapter starts with a scenario depicting a typical information problem in the organization.
- The scenario is revisited at the end of the chapter to demonstrate how the material presented addresses a practical problem.
- Three organizations are used for the scenarios throughout the book; the organizations are fictitious but the problems are all taken from experience.
- QR codes provide links to online quizzes, answers to exercises and additional material for students and lecturers.
- All chapters contain academic references and link to recent research where appropriate.

Models and Tools Include

- Generic business model to understand a business as a system.
- Business information cube.
- PEST /PESTEL.
- Organizational architecture.
- Systems model.
- Information life cycle.
- Data flow diagrams.
- Entity-relationship models.
- Customer resource process.
- Information architecture.
- Information map.
- Information retrieval paths.
- Wilson's Soft Systems Method (examples of rich picture, CATWOE, root definitions, conceptual models, 3Es to measure performance, consensus conceptual model, Maltese Cross and information categories).
- Framework for developing an information architecture.
- Framework of information governance.
- Data security classification framework.
- Template for information audit.
- Components of information accessibility.
- Value chain.
- Supply chain.
- Social network analysis.
- Context box.

Topics Include

- Information Management
- Organizations
- Information
- Data
- Information
- Information Systems
- Information Systems Development
- IT
- E-business

Topic: Information Management

- Role of the organization and role of IT department.
- Responsibility for information management.
- Cultural factors affecting information management.
- Life cycle assessment and information life cycle management.
- Audit trails.
- Example information audit.
- Governance (corporate governance, IT governance, information governance and data governance).
- Relationship between information governance and information management.
- Information management roles and responsibilities.
- Information management legislation.
- Example information management strategies.
- Approach to prepare an information management strategy.
- Approach to prepare an implementation plan for an information management strategy.
- Example implementation plan for an information management strategy.
- Ethical issues.
- Information security (threats to data security and categorization of disasters).

Topic: Organizations

- Introduction to morphing organizations.
- Relationship between organizational, IS, IT and IM strategies.
- Extract from strategic plan.
- Dimensions of organization transformation to show how change in one aspect of the organization affects other areas of the organization.
- Types of organizational change (business growth, merger, diversification, and dissolution).
- Guidelines for merging information between two organizations.
- Styles of leadership.
- Knowledge management (taxonomy, processes and components).
- Types of business innovation.
- Stages of business intelligence.
- Business simulation.

Topic: Information

- Characteristics of information.
- Value of information.
- Common complaints about information.
- Information overload (causes and approaches to reduce overload).
- Improving information access.
- Integrating fragmented information.
- Challenges of multimedia information (indexing template).
- Semantic web.
- Personalized information.
- Primary and secondary contexts.
- Information consumption, pollution and sustainability.
- Cultural expectations of information.

Topic: Data

- Types of data.
- Master data.
- How to identify entities from a business model.
- Defining entities and attributes.
- Example data definitions.
- Business rules and integrity constraints.
- Barriers and facilitators of data quality.
- Introduction to databases.
- Views of a database.
- How to improve data quality.
- List of data quality measures.
- Cleaning dirty data (causes and examples).
- Reconciling inconsistent data.
- Examples of XML.

Topic: Information Systems

- Types of information systems.
- Introduction to information systems processes.
- Information systems architecture.
- Enterprise architecture.
- Headings for an IS/IT Plan.

Topic: Information Systems Development

- Definitions of information systems development terminology (such as method, tool, technique).
- Introduction to approaches to information systems development.
- Information systems development methodologies and paradigms.
- Comparison of positivist and interpretivist approaches to information systems development
- Approaches to determine information requirements (checklist of questions).
- Extract from interview transcript to determine information requirements.

Topic: IT

- IT systems.
- Benefits of IT.
- IT architecture.
- Example IT policy.
- Comparison of open source and closed source software.
- Criteria for evaluating packaged software.
- How to implement packaged software.
- Strategies for managing legacy systems.
- Overview of cloud computing.
- Pervasive computing applications.
- Enterprise resource planning.
- Enterprise content management with example of content reuse.
- Example workflow in a content management

Topic: E-business

- Types of e-business systems (intranet systems, Internet systems, collaborative systems, email systems).
- Managing data on an intranet.
- Internet information architecture.
- Customer relationship management.
- Supply chain management.
- Social networking.
- Social media (characteristics).

ISBN:
9780230298842

Contact Details

Email:
Sharon.cox@bcu.ac.uk

Twitter:
[@MangInforg](https://twitter.com/MangInforg)

Blog:
www.managinginformation.org

