Outline of today’s lecture

1. Admin:
   - staff
   - lectures/tutorials/labs
   - assessment

2. Unit themes and weekly topics

3. Revisiting some key terms, starting with information

1a. Admin for IMS2603: Staff

Lecturers:    David Foot
              Steve Wright (unit leader)

Tutors:      Natalie Pang
              Dimitry Partsi

   - Contact information is on IMS2603 web site
   - Unit is also running as IMS2102

1b. Admin for IMS2603: Classes

   - Lectures twice a week in B2.13
     - Mondays, 11am
     - Wednesdays, 1pm
   - Labs (1 hour) starting next week
     - Online exercises
   - Tutorials (1 hour), immediately after each lab
     - Group exercises, presentations, and discussion

1c. Admin for IMS2603: Assessment

   - A tutorial presentation  (15%)
   - An assignment on classification (15%)
   - An assignment on metadata    (20%)
   - A 3 hour exam             (50%)

2. Central themes of IMS2603

   - Information management in organisations
   - Handling aggregations of documents
   - The implications of social relations
     - eg from trust within organisations, to their socio-legal context
   - The role of information professionals
2a. What kinds of organisations?

- Public sector (e.g., government departments)
- Private sector (e.g., corporations)
- Community sector (e.g., welfare groups)
- Political (e.g., parties, campaigns)

Friedrich Nietzsche (1844-1900)

'Madness is something rare in individuals – but in groups, parties, peoples, ages it is the rule'

(quoted in Angell & Ilharco 2004: 44)

But first:

'In part, organisations are designed to encourage ignorance …'

The rest of the quote …

'… through specialisation and rigid segmentation of effort. So there is a constant dilemma for organisations: the imperative (in part stemming from efficiency needs) to limit the availability of information, and the recognition that structural designs are flawed and circumstances change, requiring individuals to seek information normally unavailable to them'.

(Johnson 1996: 1)

In other words, organisational hierarchies:

- Regularly limit information in the name of efficiency ('just do your job')
- Sometimes recognise that this can create problems of its own ('work-to-rule doesn’t work')

WMD 'intelligence' debacle

- Telling the boss what they want to hear?
- Groupthink?
- Not connecting the dots?
Week 2 — Information and knowledge processes

How is information and knowledge:
- created?
- gathered?
- deployed?

in an organisational context?

Week 3 — Information, culture, power

- How do organisational cultures shape information use and management?
- Does important knowledge exist outside formal organisational structures?
- Can knowledge be ‘managed’ within organisations?

Week 4 — Document aggregation

- What is the nature of collections?
- What policies inform collection development?
- Why is classification necessary?

Week 5 — Introduction to classification

- What principles underlie classification schemas?
- What are the key terms within classification development?
- What is distinctive about business analysis?

Week 6 — Classification systems

- What are some of the most common classification schemas in use today?
- What are their strengths and weaknesses?
- How are they used in various organisational contexts?

Week 7 — Information discovery & retrieval

- How can classification schema help us find the information that we need?
- How do organisations use classification schema to manage and retrieve information?
- How might tools like thesauri assist in retrieval?
Weeks 8 & 9 — Metadata

- How can metadata help in the storage and retrieval of information?
- How do organisations make use of metadata within their information management?
- Why are semiotics and ontology relevant to information management?

Week 10 — Media, storage, representation, interface

- What choices do we need to make about the representation of information?
- What are the strengths and weaknesses of analog and digital media?
- What storage issues arise in an organisational context?

Week 11 — Information policy development 1

- Information policies — why have them?
- How do organisations develop and manage their information policies?
- What implications does outsourcing hold for an organisation’s information policy?
- What is the role of information professionals within this process?

Week 12 — Information policy development 2

- What is the socio-legal context within which organisations develop and manage information policy?
- What are the costs of compliance and non-compliance?
- How does the socio-legal context affect the development and management of information policy?

Week 13 — Revision

‘Umm, what were we talking about again?’

3. Revisiting key terms

Let’s look over some terms explored in IMS1603 Information Use & Management
- All are widely used
- Many possess different, even contradictory definitions, depending on context and perspective
- Even worse, some are used interchangeably by different people
### 3a. Data/information/knowledge

It's common to establish a relationship between these three terms:

- **data**
  - 'comes in the form of measurements' (e.g., MB)

- **information**
  - 'a statement of fact about these measurements'

- **knowledge**
  - 'the ability to turn information and data into effective action'

(Applehans et al. 1999: 18)

### 3b. Information as trinity

Michael Buckland (1991: 43) suggests we can understand information as:

- **a thing** ('physical objects such as data and documents ... regarded as being informative')
- **a process** ('the process of being informed')
- **knowledge** ('that which is imparted when one becomes informed')

### 3c. A poem about knowledge

**The Unknown**

As we know,
There are known knowns.
There are things we know we know.
We also know
There are known unknowns.
That is to say
We know there are some things
We do not know.
But there are also unknown unknowns,
The ones we don't know
We don't know.


### 3d. Document

'structured units of recorded information, published or unpublished, in hard copy or electronic form, and managed as discrete units in information systems'


### 3e. Record

'recorded information, in any form, including data in computer systems, created or received and maintained by an organisation or person in the transaction of business or the conduct of affairs kept as evidence of such activity'


### 3f. Information product

A document or aggregation of documents *intended* to be seen by an audience of any size for purposes of communication, providing information, entertainment etc.

- Eg a commercial video, brochure, invitation, newspaper etc.
3g. Information by-product (also known as record)

A document or aggregation of documents created as evidence of a transaction – (which may subsequently be incorporated into or converted into an information product)

- Eg receipt, medical record, letters, licences

4. Further reading