Ford Foundation

- Have a look at the handout.
- In the exam when you are doing this, I think you should
  - Read it once
  - Read it a 2nd time and
  - mark the key activities

Part B: Functional Classification Scheme – Case Study

1. Draw a diagram that identifies the key functions of the organisation described in the boxed text (on page 3), and identify four activities which would take place to support those functions. (8 marks)
2. Choose two of the activities identified in question 1 above and nominate two transactional documents which would be created to support each of those activities [E.g. Staff Recruitment (Activity) – Position description (Document)]. (4 marks)
3. What informal channels of communication would you expect to operate within this organisation? Describe how such channels could play a fundamental role within the organisation’s information management. (3 marks)

Part 1

- What are the key functions undertaken by the Ford Foundation?
- What are 4 activities to support those functions?
- One way to express this is using a [very high level] organisation chart based on functions
Part 1

• Two key terms, starting with “E” are very important to the way an organisation operates. They are:
  • Effectiveness
    – What does the organisation do that makes changes
  • Efficiency
    – How well does it go about achieving those tasks

Part 2

• More clues
  – E.g. Staff Recruitment (Activity) – Position description (Document)
• Try not to use the particular example given, but this provides a hint.
• What are some other examples you’ve come up with…

Part 3

• What is meant by “informal channels of communication”?
• So how might they apply to an organisation such as this?
• What do these mean for IM?
Further reading


Suggested steps in classifying business activities


1. ‘Gather sources of information
2. ‘Obtain an understanding of the overall mission or objectives of the organisation
3. ‘Derive the functions of the organisation by means of which the objectives of the organisation are achieved
4. ‘Examine and note the activities at different levels which support each function
5. ‘Examine and note the kinds of transactions undertaken as part of each activity
6. ‘Identify processes
7. ‘Produce a map of functions, activities, processes and transactions’