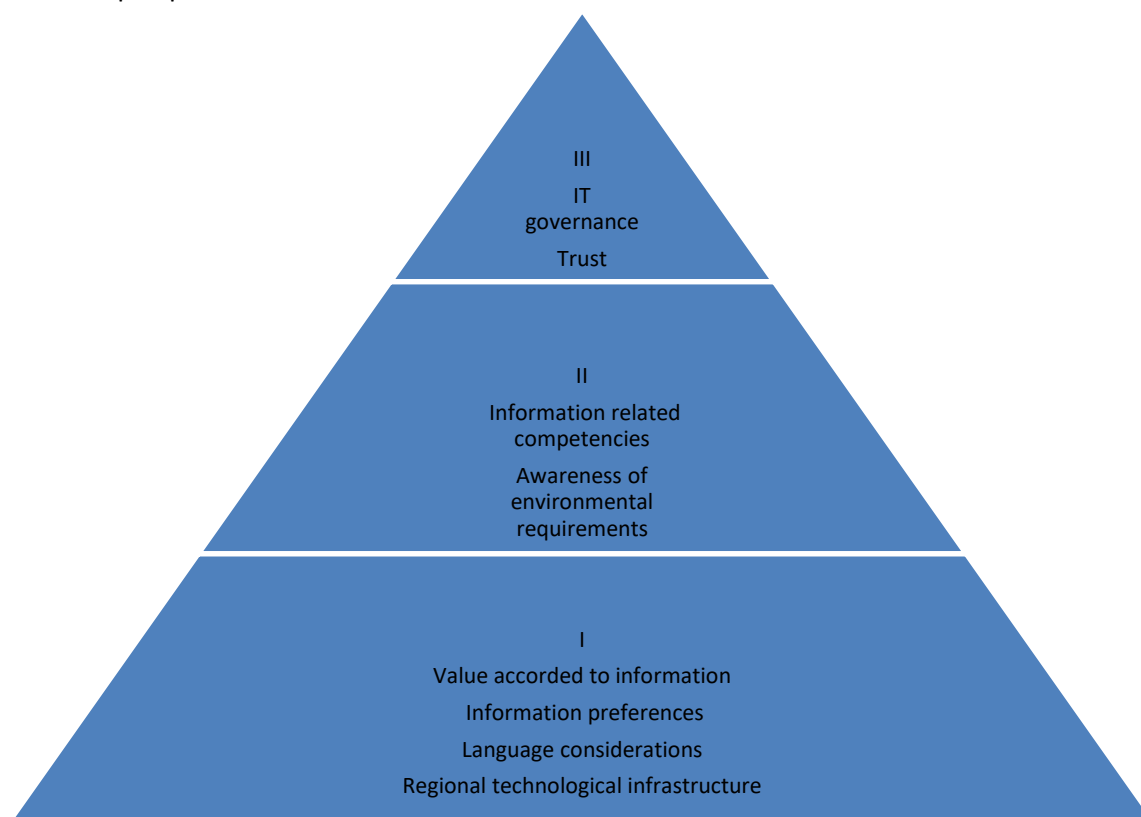


[Name of Agency]: Information Profile

This information profile has been developed from interviews conducted at [name] in [date], supplemented by information publically available from websites, such as [...] It begins by providing a brief background to the current environment, and then reports observations from the perspective of the three levels of the information culture model.



Background

[Overview of context, with a focus on key issues such as major projects that the agency is involved with]

To gain an overview of the values of the organisation, interviewees were asked to select from a list of words those that were most characteristic of their specific workplaces *[summary of responses, noting any differences between values assigned to team, and those attributed to organisation as a whole]*

Level One Observations

Features observed at this level are fundamental influences impacting on the ways in which information is managed. They may not be possible to change, but must be clearly identified

in order to develop strategies and solutions that are appropriate to the context. The factors to be taken into consideration at this level are as follows:

- The value (or respect) accorded to information of different types. This will include recognition and awareness of the need to manage certain information for the purposes of accountability, as well as for the purposes of facilitating knowledge and awareness.
- Preferences for different communication media and formats, as well as preferences with regard to sharing information. The former involves consideration of preferred primary sources for information; the latter, the level of granularity to which information sharing is regarded as the norm by employees.
- Language requirements. What happens when multiple languages are required or when one language becomes dominant.
- Regional technological infrastructure. The technological infrastructure in the country or region that the organisation is located in.

Value Accorded to Information

Information Preferences

Information Flows

Languages

Regional IT Infrastructure

Level Two Observations

The second level of the pyramid represents the **skills, knowledge and expertise of employees relating to information management, which can be acquired and/or extended in the workplace**. This is placed in the middle of the triangle because training development will take into account those fundamental influences at the bottom. The skills, knowledge and expertise can be divided into two broad categories:

- Information related competencies, including information and digital literacy.
- Awareness of environmental (societal and organisational) requirements relating to recordkeeping.

Information Related Competencies

Awareness of Societal/Organisational Requirements

Level Three

At the tip of the pyramid are two organisational **features which are highly significant for successful recordkeeping and are the most susceptible to change**. These two features are:

- The information governance model that is in place in the organisation, as reflected in the organisation's information technology infrastructure.
- Trust in organisational recordkeeping systems.

ICT Governance

Trust in Systems

Last Words

[Use this section for any overall observations summing up the overall information culture, and to indicate any recommendations necessary]