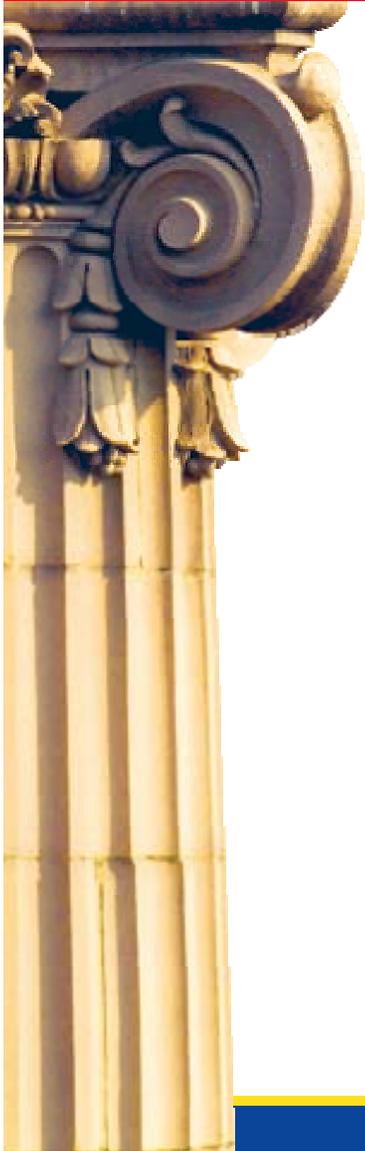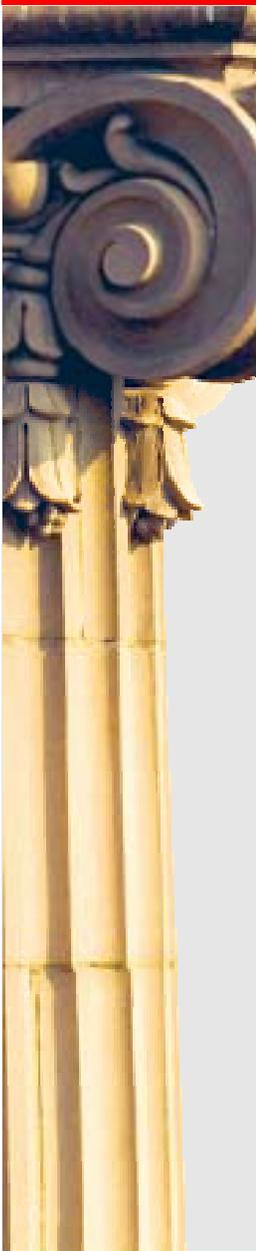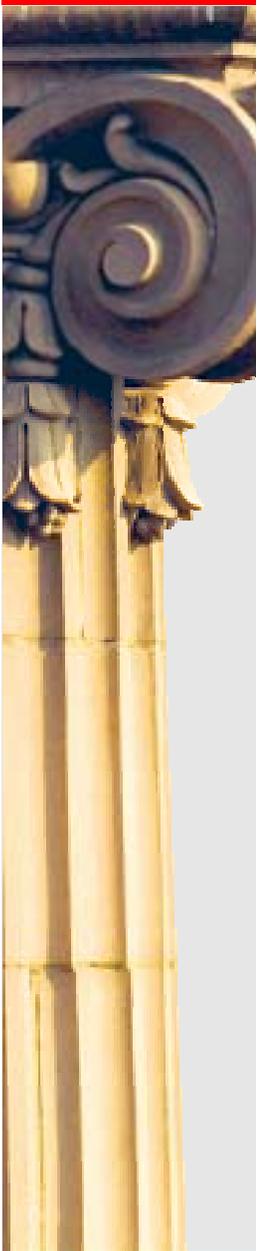# Information Management:

## A Community Preview

February 2008

Purpose of Information Management at KU

The KU Information Management program is being developed to enable faculty and staff to make informed decisions about what they do with the university's information, data and records.

Overview

- What is information management?

- Why does it matter to me?

- What are the issues?

- What's happening?

- What do I have to do?

- What's next?

- Where do I go for help?

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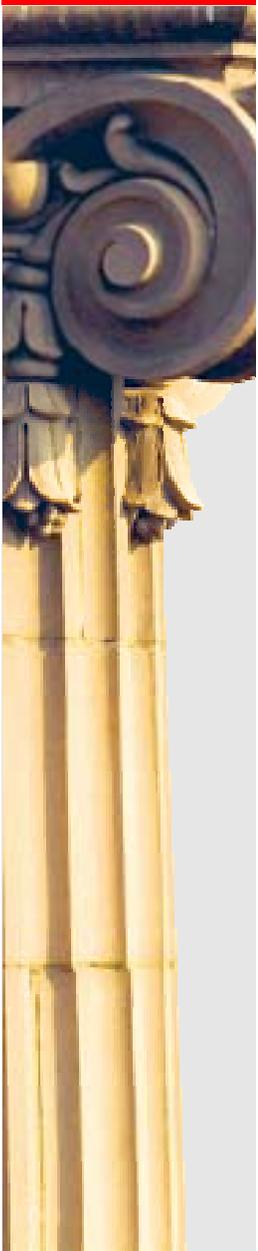
What is information management?

- Being able to find what you need when you need it

- Protecting information from theft, inappropriate disclosure or destruction, or from becoming obsolete

- Preserving the memory of the institution over time

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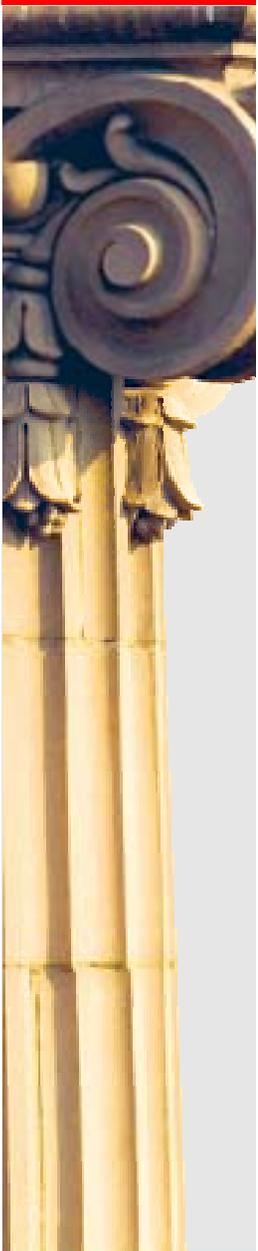
Institutional memory: capture the past to advance the future
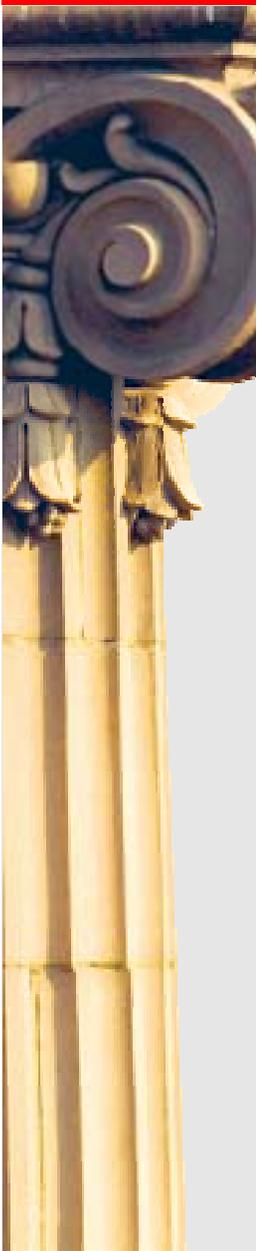
What is "Institutional Memory"?

- It is the collection, preservation and use of information over time to give a clear and accurate view of the past that informs today's decisions and shapes tomorrow's scholarship.

- Institutional memory is preserved through the gathering of and care for institutional records, artifacts and intellectual assets over time:

  - Agendas and Minutes, statistics, reports

  - Photographs, catalogs, personal accounts, formal publications

  - Communications, memoranda, and newer forms of communication represented by official documents, electronic files or email

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Institutional memory: capture the past to advance the future

Why does "Institutional Memory" matter?

- We have organizations in place, archives, museums, libraries and research centers to care for traditional forms of information.

- We must be prepared to extend the useful life of information in digital format.

- Today's Word files, PDFs, official emails, spreadsheets, digital photographs, websites and institutional reports need to be accessible to us 10, 20 and 50 years from now.

- *The goal in preserving **institutional memory** is to extend the useful life of university information in many formats – print, film, artifact or digital object.*
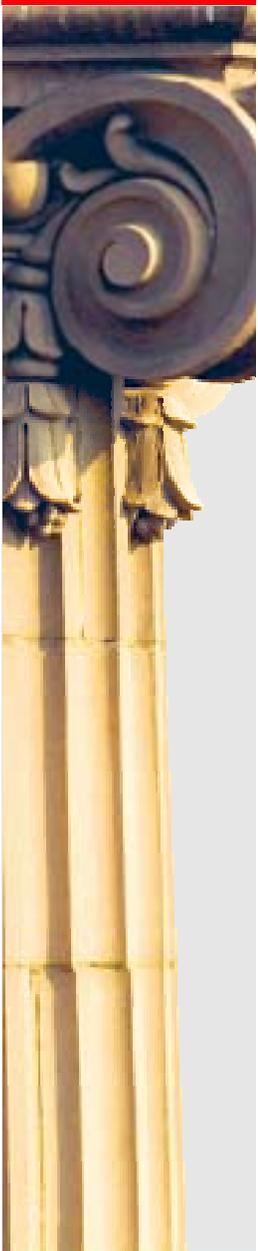
Why does it matter to me?

- We are all members of the KU community sharing in the collective responsibility to protect and preserve KU's valuable information assets.

- The Information Management program is a resource to enable the KU community to make informed decisions.

- As KU's unit managers and supervisors, you need to know how information management procedures and practices will affect your respective offices.

- The way we handle information can affect KU's credibility, reputation and history.

- What we do as staff represents KU's greatest opportunity for making a difference.

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What are the issues?

- University information is important and must be properly cared for.

- All KU faculty and staff are responsible for protecting the data that have been entrusted to you in the course of performing your jobs.

- Some information is sensitive or confidential and requires special care when handling. Some types of data require KU adherence with state/federal laws.

  - There is an appropriate protocol for releasing information to others, including law enforcement agencies.

  - A breach of university information (i.e., someone has accessed information without authorization to do so) has an impact on KU. Some common causes for breach of information are easily avoided. A suspected breach should be reported according to university protocol.

- Retaining documents for longer than required or necessary can create unnecessary risk for the university.

- Destroying documents or information inappropriately can put the history of the institution at risk.

KU THE UNIVERSITY OF KANSAS

What has happened so far?

- The enterprise-wide Information Management program, as approved by the Provost, was launched in Fall 2007 to:

  - Promote broad awareness of the critical nature of KU's information assets

  - Articulate the collective institutional responsibilities to safeguard and preserve the institution's information assets

- An Information Management Council has been formed to:

  - Develop appropriate policy in support of this effort

  - Review established practices, procedures, and other program elements on a periodic basis

  - Make recommendations to ensure the sustained and effective management of valuable or sensitive information

- An Information Management Working Group has been active since Fall 2007 to support the implementation of the Information Management program.

KU's Information Management Council

Standing Members:

1. Academic Administration
2. Financial Administration
3. Human Resources & Equal Opportunity
4. Internal Audit
5. Privacy Officer
6. Research/Research Administration
7. Student Success
8. University Governance
9. Vice Provost for Information Services & CIO

Supporting Participants:

10. Office of General Counsel
11. IT Security Office
12. IT Director for Information Analysis and Design
13. University Archivist

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Where are we now?

- Establishing a multi-phased, campus-wide Information Management training curriculum, mandatory for all KU staff.

- Creating tools to support the program:

  - Data classification and security guidelines

  - Records retention schedule

- Developed KU Information Management website:

  http://www.provost.ku.edu/policy/infomanagement/

- Holding public stakeholder meetings across the KU community to increase information management awareness.

# What do I have to do?

Attend training:

- Complete training based on employee roles within the university.

    - Phase 1: New employee training to begin in the spring term.

    - Phase 2: Existing employees scheduled within the year.

- Participate in relevant types of competency training (e.g., PCI) currently available.

- Participate in refresher training (frequency approximately every three years).
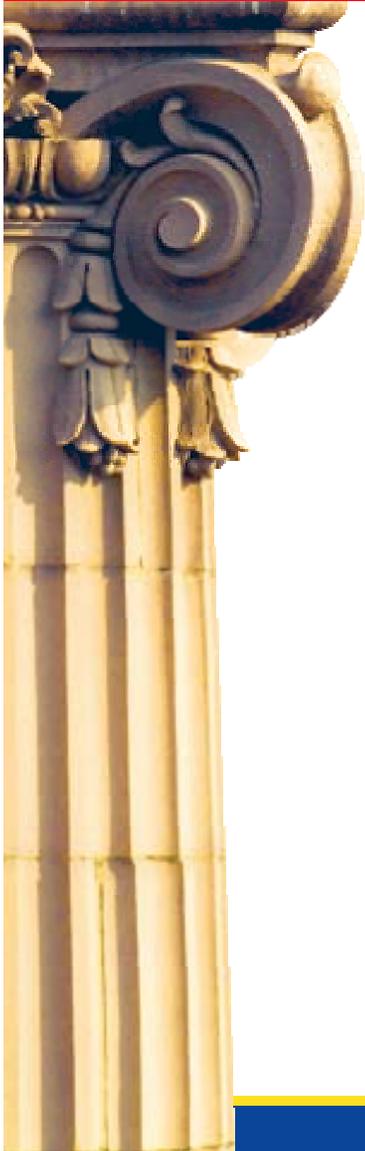
What's next?

- Informational sessions will be held early in the program – let us know of any questions.

- Keep an eye on the Information Management website!

- Invitations for new staff orientation will begin in the near future.

- KU's Information Management program is just beginning and will be continually evolving.

- Periodic communications regarding the program's status and specific outcomes will be shared with the KU community.
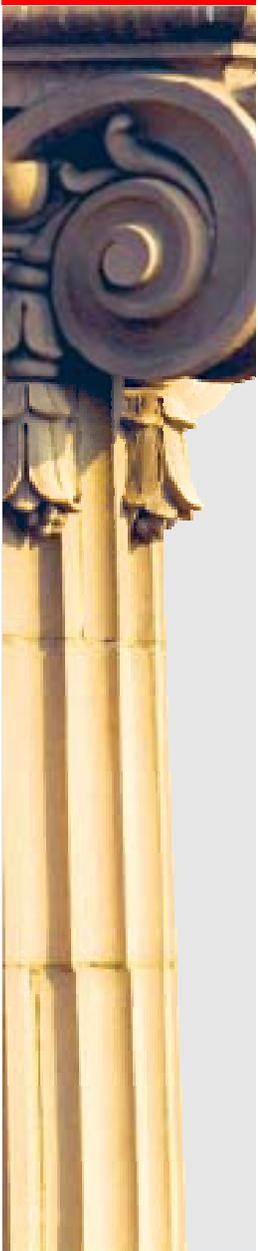
Where do I go for help?

- If you have any specific questions regarding the program:

  email to: InformationManagement@ku.edu

- KU Information Management website:

  http://www.provost.ku.edu/policy/infomanagement/

- Online Information Management training location will be announced soon.

- Contact resources for additional help:

  - KU Privacy Office at http://www.privacy.ku.edu/

  - KU Policy Library at http://www.policy.ku.edu/

  - KU IT Security Office at http://www.security.ku.edu/

For questions or more information please contact:

Office of the Vice Provost for Information Services
864-4999 -or- vpinfo@ku.edu