

Appendix C – Relating IM Metrics to IM Outcomes (read in conjunction with Draft IM Metrics document)

IM Strategy Outcome	IM Metrics Output Measure
<p>1. CoL has the necessary awareness, tools, skills and culture to promote a set of behaviours and values which understands and manages good information management practice.</p>	<ul style="list-style-type: none"> • 1C – staff information security aware; 1D – information sharing protocols • 2B – protective marking; 2C – retention schedule • 3A/3B – reuse of customer/property data; 3C – reuse of CRM data
<p>2. CoL’s information estate is safe, relevant, accurate, reliable, used and trusted.</p>	<ul style="list-style-type: none"> • 1A – information assets identified; 1B – assets audited; 1C – staff information security aware; 1D – information sharing protocols • 2A – use of SharePoint/Team Sites; 2B – protective marking; 2C – retention schedule
<p>3. CoL derives real value and benefits from the use of information, data, analysis and modelling.</p>	<ul style="list-style-type: none"> • 3A/3B – reuse of customer/property data; 3C – reuse of CRM data; 3D – building cross-referenced data models • <i>[4A/4B/4C/4D will be relevant once they have been redefined]</i> • 5A – Action-learning sets established; 5B – intranet usage; 5C – experts network established; 5D – expert systems deployed
<p>4. CoL has enough checks, balances and oversight to ensure the successful implementation of this strategy.</p>	<ul style="list-style-type: none"> • <i>This is covered by the IM Governance and to be proposed IM Operating Model – not covered by IM Metrics</i>