

# SCRIPT – INFORMATION AND DOCUMENTATION IN THE ORGANISATION

## Cover Page – Slide 1

I welcome you all to this exciting session on Information and Documentation in the Organization.

Documenting your organization's information is necessary for monitoring all your processes, how they work as well as each step that you take towards your organizational goals. Documentation demonstrates that you are a professional organization.

## Learning Outcomes – Slide 2

Let us now take a look at our expected learning outcomes.

It is my hope that, at the end of this session, listener will be able to:

- Identify sources of information in an organization,
- Describe factors affecting quality of information,
- document and retrieve information appropriately.

## Introduction – Slide 3

As an organization grows into more complex structure, the need arises for greater coordination within and between sections, and departments.

Complex works must be well planned, so as to forestall any wrongdoing, also, care must be taken to effectively control all activities that must be carried out in order to ensure the success of the plans.

Now, it is impossible to do this without having written records. The information needed in an organization cannot be provided from peoples' often deficient memories and as such, there is need to document all necessary information.

**“Interpersonal Relationship skills cover how we behave around others, the ways in which we communicate, that is both verbally and non-verbally, how we manage our emotions and attitudes, how well we work with others and much more.”**

## Information – Slide 4

What is information?

Act of telling, being told, receiving, reading or viewing things known.

Information can be described as official fact or data that have been processed, organized and have been structured in a way that helps management decision making process.

## Importance of information to the Organization – Slide 5

### Why is Information important to an organization?

- Managing organizational operations.
- Managing finances.
- Managing workers or employees

Information is also vital for safety in the organization. It is also vital for handling Legal matters or obligations.

How you manage your company's operations depends largely on the information you have. The Information you have allows you to operate your company more efficiently and effectively. You can use information to gain a cost advantage over competitors or to differentiate yourself by offering better customer service.

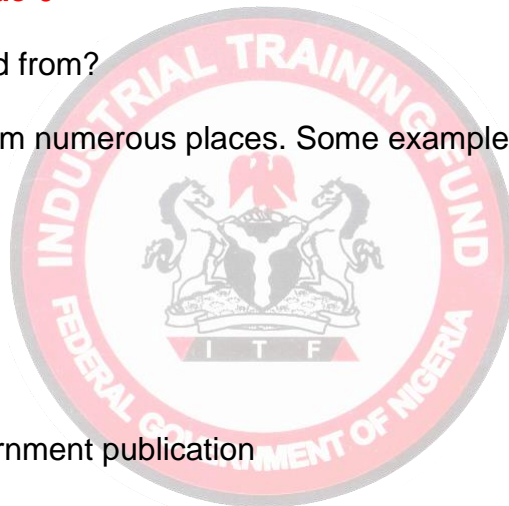
Sales data give you insights about what customers are buying and let you stock or produce items that are selling well. With guidance from your organization's information system, you can streamline your operations.

## Sources of Information – Slide 6

Where are information Sourced from?

Information can be sourced from numerous places. Some examples are:

- Library.
- Production records.
- Financial records.
- Files.
- Electronic Devices.
- Oral.
- Departmental Briefings.
- Official document/Government publication
- Office records



What are some **Techniques of Information Collection?**

- Observations.
- Suggestion Box
- Records.
- Meeting.
- Consultation.

## Factors Affecting Quality of Information – Slide 7

The following are Factors Affecting Quality of Information:

**Accessibility.** Having the information, you need at a business meeting is vital for making certain critical decisions that will grow your organization.

**Accuracy.** Not having accurate market information can lead to business loss or wastage.

**Timelessness.** Information have life span. For the information to be useful, it must be current and relevant.

**Sufficiency.** If Information is not complete, then it is not useful.

## Documentation – Slide 8

### What is Documentation?

Documentation can be described as material that provides official information or evidence or that serves as a record.

Or

It could also mean the process of classifying and annotating texts, photographs, and so on. Most often colors are used for these classifications.

For example:

- Red: color means that a document requires an urgent action
- Blue: means that action is required within 24 hours
- Yellow: means that action is required on 2 or more pages or files.
- Green: means that an information required is in the second file.

**Level of details.** Giving too much information will make it difficult to find what you need, whereas, too little information will make it hard for you to understand or make use of what was provided. Presentation. Information that is presented in a disorganized way or manner is difficult to understand and will be less useful.

**Relevance.** In order for information to be useful, data must be relevant

### Types of Documentation:

- Marketing materials
- User guides and manuals
- Administrative materials

## Purpose of Documentation – Slide 9

What is the purpose of documentation?

The Purpose for Documentation include:

- For Standardization of business practices
- For Referencing
- To Describe the use of something or how to operate a machine
- To Guide against fraud, wastage, or abuse
- Documentation is also used to Promote company's brand or image
- And to Delineate liability

## Classification of Documentation – Slide 10

**Confidential:** Confidential document means a document containing confidential information that is filed with the board and parties in a proceeding subject to a protective order duly issued by the board. A Confidential document transmitted internally within facilities must be hand-delivered by a person authorized access to the information or transmitted by an approved internal mail service

**Secret:** Public Officials are prohibited under the Conduct rules from communicating any information to which access is obtained by them in the course of their official duties to any one without requisite authority.

**Top secret:** Classified Information is material that a government body deems to be sensitive information that must be protected. Access is restricted by law or regulation to particular groups of people with the necessary security clearance and need to know, and mishandling of the material can incur criminal penalties

**Restricted:** Restricted Document means a document or an exhibit to which access has been restricted either by a written order or by a rule

### When to Document

**Information should be documented as soon as:**

- It is available
- It is approved or authenticated
- Or as soon as it is signed into law

## Conclusion - Slide 11

Information and Documentation is very valuable and its role in corporate success of an organization cannot be over emphasized if is not enough to just have information documented, it has to be provided for use accurately and on time.

