ICT292 Information Systems Management

# Workshop 05: Information Management and Governance

Each of the topics in this unit has elements of a running case study that involves either Bright Spark Amy’s Candles, or Match Lighting. These three organisations are all involved in the lighting industry in some way. Bright Spark is a retailer that sells light fittings. Amy’s Candles is a small business that grew out of Amy’s hobby of making candles for her friends and family. Match Lighting is a manufacturer of light fittings. We will follow these three businesses as we move through the unit. In each topic, we will use them to further examine how the theory is applied in a real-world scenario.

## Aims:

At the completion of this Workshop, you should be able to:

* Provide examples of the outcomes of poor information governance
* Demonstrate an understanding of the various information management roles in a given scenario
* Explain how data breaches occur and be able to suggest ways to prevent them from recurring

This Workshop contributes to the following Topic Learning Outcome:

* Explain the purpose of information governance
* Identify the ethical and legal issues relating to information management
* Recommend relevant actions to maintain information security

## To be prepared for this Workshop, you will need to have:

* Read Chapter 5 of Cox
* Prepared some answers for the questions below so you are in a position to contribute to the class/group discussion.

## Introduction

In this Workshop, you will be discussing Match Lighting. In order to complete the activities below, you should ensure that you have read the scenarios in Chapter 5 of the text.

### Activity 1

1. Review the six emails that Mr Alvis refers to in Scenario 5.1. For each email, identify the underlying information management problem and recommend an approach to address the problem.
2. Develop a list of the skills and characteristics a person would need to have to be an effective data owner in the context of the student records system.
3. Locate one example of an information policy at Murdoch University and identify to which stages of the information life cycle it relates.
4. Review the security breaches in table 5.10 and write policy statements to prevent such breaches from re-occurring.