AN EVALUATIVE STUDY OF INFORMATION AUDIT AND KNOWLEDGE MANAGEMENT AUDIT

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ABSTRACT

While defining the information audit is a tool that can be used to not only identifying strategically significant information resources, but also to identify those tasks and activities that create knowledge and those that rely on the transfer of knowledge from the other area of the organization. This article firstly describes the relationship between the information audit process and knowledge management. Secondly, introduces the seven stage information audit models. It discusses each stage of the model in terms of its contribution to the process and the desired outcomes. Concludes by examining the potential benefits of using the information audit as a foundation that can be built on as the knowledge management strategy is developed.

Keywords: Information Audit; Information Management; Knowledge Management.

1 INTRODUCTION

An information audit is a systematic process through which organizations understand its knowledge and information needs, what are knowledge, the information flows and gaps. Library needs to adopt new methods to manage the large quantity of available literature in an effective manner. Auditing is an accepted management technique. Many different types of audits currently exist in the commercial world, e.g. financial audits, communication audits, technical audits, employment audits and also more recently information audit (BUCHANAN; GIBB, 2008).

2 OBJECTIVES OF INFORMATION AUDITING

The information audit is the identification of the information need of users as well as the prevention of the degree in what the service of information assists to those needs.

The information audit have wider objective.

a) Currently as for as the researchers could be determine, there exists no one accepted methodology for performing an information audit.

b) There are also no standards for information auditing. This is in stark contrast with financial auditing where " formal standards lay down audit guide lines, check lists techniques and operating standards which will apply to all types of organization […]" (THORTNON, 2001).

c) Information professional draw on the experiences of financial auditors when developing a standardized information auditing methodology.

d) Information auditing and mapping allows for the identification of current implementation, responsibility of the maintenance of data, and the discovery of area in which improvement can be made or duplicitous eliminated (HENZEL, 2001).

e) The main purpose of an information audit is to determine what the information requirements of an organization are, and how the information centers can best fulfill these needs (SHARMA, 2008).

3 PERSPECTIVES

Buchanan and Gibb (2008) propose three perspectives to the information audit.

1. The one which has relation with the strategic domain, with dominate of the processes and with the resources domain.

2. The strategic starts from the principles established by Buchanan (2008), as well as Henczel (2001). The main result is in an informative strategic direction marking the role of the information resources on it.

3. The oriented to the process emphasizes the organizational processes. Its main result contributes to a mapping based in processes and an analysis of information flow and of the information resources.

3.1 Information Auditing Method

As the organizational structure, nature and circumstances changes dramatically, there is no universally accepted method for information audit in which they are conducted. A suitable model may be by performing a literature review to satisfy the objectives.

Henczel (2001) developed a model as a result of examining the methodologies used by librarians and consultants and extracting the components necessary to achieve the objective of an information audit. This is known as 'Seven stage information audit model' which includes the seven stage of information audit process and the order in which they are conducted.
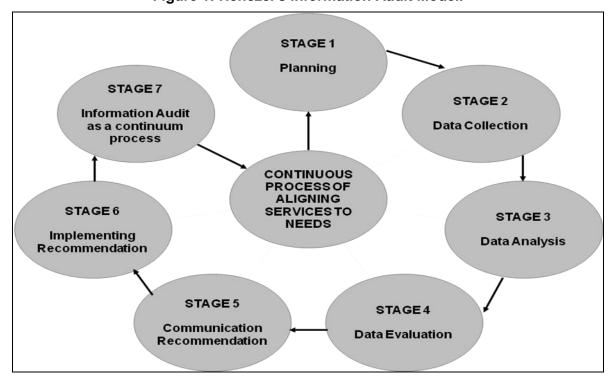
Figure 1: Henczel's Information Audit Model.

3.2 Knowledge Audit

Every organization values the importance of the organizational knowledge and its competitive role and its advantage and hence they consider the importance of the process of control of this resource adopting the means of different measuring systems or audit process. Sharma and Singh *et al.* (2011) has distinguished two types of knowledge audit.
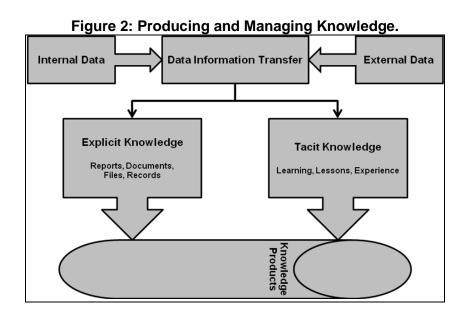
> Knowledge Audit (K-Audit): It is an exam and systematic evaluation of the organizational assets of knowledge and it is recommended, usually to the industries as a first step, previous to the release of a program of knowledge management. Somehow it differs from the 'KM-Audit'.

According to Ponjuán Dante (2008) the knowledge management audit is:

a) An examination process;

b) Systematic evaluation;

c) Scientific process;

d) On explicit and tacit resources.

Which exists?:

1) Where it is created?

2) When to create?

3) How they were created?

4) Who has it in the organization?

Figure 2: Producing and Managing Knowledge.

The information audit leads to knowledge audit the levels of understanding is improved by information audit and ensure how the task and activities are performed by the various units, sections and departments of an organization which create knowledge. It also decides what may be the level of strategic significance of the knowledge. In other words it is a mapping of existing information transfer and communication channels and networks within the organization and its existing environment.

There are five main objectives:

1) Identifying the people issue that impact on knowledge creation, transfer and sharing;
2) Identifying communication issues that enables or prevent knowledge transfer;
3) Identifying cultural and political issues that impact on the success of knowledge management strategies;
4) Identifying the knowledge to be captured where it is needed and secured;
5) Identifying the method of determining to store and facilitate access to and transfer of the knowledge.

3.3 Why Information Audit is Necessary

Information audit results too many benefits:

a) Validity and accurate information – Information audit makes the accurate information available and ensure its validity, as corporate source information.
b) Feedback capability – Information audit is an important element in the process of feedback. It also determines whether the information used is specific information which deserved.
c) Focus of communication – Information audit focus attention on the process of communication in an organization and its improvement.
d) Opportunity to trained staff – Information audit provides opportunity to involve the staff in audit processes and progressive, which enhance the

efficiency and audit skill and provides better job opportunities of information manager in corporate information management.

4 CONCLUSIONS

Information audit is a process and an analysis of information for the accuracy, suitability, validity. This is provided to the proper user according to his need and desire. Information audit determine the identification of information need of users but it has no standard guidelines for its performance process.

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