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Bunyip Libraries

Outcome 2 - Task 1 (30 marks) Information management.

On completion of this unit the student should be able to evaluate the effectiveness of strategies used

by organisations to manage the storage, communication and disposal of data and information, and

recommend improvements to current practices.

**Key Skills**

* explain why particular information management strategies are used by organisations to monitor and control their data and information
* discuss the nature of particular threats to the integrity and security of data and information
* discuss possible consequences of ineffective information management strategies
* propose strategies to minimise tensions between stakeholders
* propose and apply criteria to evaluate the effectiveness of information management strategies
* recommend information management strategies to improve current practices.

**Scenario – Bunyip Libraries**

Pablo is the chief librarian of Bunyip Libraries. He is in charge of four separate branches of the library but mainly works from the main branch in Bunyip Creek. Bunyip local council opened the libraries 50 years ago to provide information and resources that meet the educational and recreational needs of the residents of Bunyip creek.

The main branch at Bunyip Creek has the most resources. The main library server is stored there and all the other branches connect to it over the internet. There are two staff working on the loans desk. They are Jessica and Wayne.

The library in Bunyip Creek consists of three big rooms.

1. The main room where all the books are. This is setup with chairs, couches and bean bags for people to relax in.
2. The Study/Reading room for people wishing to work.
3. Pablo’s office.

Doors

Windows

Pablo’s office

Library

Study/Reading Room

Loans

All computers in Bunyip Creek library connect to the Internet through a wireless router. This router is connected to the internet via an ADSL modem. Jessica and Wayne both have a computer at the loans desk which they use to lend out books and access the catalogue. Jessica’s computer is also the main server which hosts the library catalogue database. All access to the database is via a webpage interface. Each staff member has their own username and password that they use to login to the webpage and computer.

The library has one printer connected to the main server. Anyone can print to this. Printing is free for library staff but costs $0.20 a page for library customers. There are also 20 laptops which library customers can also use to access the Internet from inside the library. They are connected to the wireless router so they can be used anywhere in the library. When not in use the laptops are stored in a locked cabinet under the loans desk.

Pablo has a laptop which he uses to access the library catalogue. He also keeps staff details on the laptop so that he can organise their pay. This laptop runs an accounts package to keep track of the library budget. Pablo takes this laptop with him everywhere he goes. He frequently needs information from it when he is at other branches of the library.

When new customers join the library they need to fill in a membership form with all their personal details. They sign this form to agree to follow the library rules. Jessica and Wayne enter the information from the form into the library catalogue. Since the forms have the signatures on them they need to keep them. They keep them in filing cabinets behind the loans desk. When customers leave Jessica throws their form in the bin.

Jessica does a complete backup of the main server once a month onto an external hard drive. She has three of these and each month uses a different one. Two of these drives are locked in the top drawer of Pablo’s desk and the third is posted to one of the other branches so they had an offsite backup. To keep the one’s in Pablo’s office extra safe his door has a different key to all other doors and only Pablo has a key. All other doors are locked with the same key. Only Jessica and Pablo have this key.

Recently Wayne noticed there was no antivirus so he borrowed a copy of Sophos Antivirus from a friend and installed it on his and Jessica’s computers. He’s set up the updates to happen automatically. At that time he also noticed that the internet was running very slowly due to all computers in the library using Windows Update at once. He’s turned that off to speed up the internet. It was slowing down library catalogue access from the other branches.

Sometimes the main server or the internet goes down. In this case the other branches store a copy of all transactions locally and then email them to the main branch when it’s up again. This data includes items borrowed, customer details and credit card details for any fines paid.

**Questions.**

1. Explain the strategy in use by Bunyip libraries to manage the disposal of their information.

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*(1 Mark)*

1. What are some of the weaknesses in their strategy to manage the disposal of information? How would you improve this strategy?

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*(2 Marks)*

1. Explain the strategies in use by Bunyip libraries to manage the storage of their information.

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(4 Marks)

1. What are some of the weaknesses in their strategies to manage the storage of information? How would you improve these strategies?

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(4 Marks)

1. Explain the strategy in use by Bunyip libraries to manage the communication of their information.

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(1 Marks)

1. What’s a weaknesses in their strategy to manage the communication of information? How would you improve this strategy?

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(1 Marks)

1. Explain three of the potential consequences of a failure of their information management strategies?

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(3 Marks)

1. What privacy law applies to this company

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(1 Mark)

1. Pablo’s brother provides technical support for the library. He’s just started up his own IT business and needs to start advertising it. Pablo’s offered to give him a list of library customers so he can message them cheap computer deals. Jessica is concerned that customers will not like this. What legal issues could this cause for Bunyip libraries?

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(2 Marks)

1. List all stakeholders involved in the business. Are there any conflicts of interests and what strategies would you use to minimise them?

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(2 Marks)

1. Create three criteria to evaluate effectiveness of the information management strategies used.

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(3 Marks)

1. Evaluate their current strategies based on your chosen criteria.

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(6 Marks)