Elements of an Information Management Framework:
Findings From Existing Literature

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ABSTRACT

Frameworks support the realization of goals. Information management is essential in all sectors in today's environment. It is essential to establish an information management framework to guide the realization of the goal of information management in different sectors. Information Management Frameworks (IMFs) are scanty and are designed for specific contexts leading to difficulty in thinking when developing and evaluating IMFs in sectors that want to streamline their information management practices. Documented IMFs were reviewed to establish elements of an underlying information management framework. The findings show that people, processes & practices, technology, budget, leadership, facilities and facilitation, and rules & regulations are essential elements.

KEYWORDS

Information Management, Frameworks, Information Management Frameworks

INTRODUCTION

Information management is the coordination and control of the acquisition, storage, processing, distribution and use of information (ECM, 2021). As such, the goal of information management is to ensure realization of value out of information. In different sectors like e-agriculture, education, governance, business and health, getting value out of the information in these sectors is critical. In order to have value for information, it is essential to establish an information management framework (a structure that supports the realization of the goal of Information Management) to support the realization of the goal of information management in different sectors. Consequently, different sectors have sought to conceptualize different sector-specific information management frameworks in order to achieve this goal. Sector-specific information management frameworks are designed for specific contexts and address information management needs for that given context. This makes it difficult to have a consistent thinking pattern when developing and evaluating information management frameworks in institutions/ sectors that seek to streamline their information management practices. As a result, extending an existing information management framework and developing a new one becomes a challenge. Therefore, this research set out to conduct a narrative review of existing literature on information management frameworks with a focus of identifying essential and crosscutting elements

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of an underlying information management framework. This paper presents a catalog of essential elements that constitute an information management framework. Such a catalog is vital to serve as a reference point for developing an information management framework for a sector/ institution that wants to streamline its information management practices.

The purpose of this study, therefore, was to review existing sector-specific information management frameworks in order to suggest the underlying elements that constitute an overarching information management framework. The remainder of this paper presents the theoretical background of information management, the methodology for this study, results, conclusion, limitations and suggestions for further research.

Information Management as a Series of Tasks

Different authors explain information management in terms of tasks involved (Bytheway, 2015; Choo, 2002; Butcher and Rowley, 1998). Butcher and Rowley (1998) look at information management as composed of acquiring information, information custodianship, dissemination of information, and disposal. Choo (2002) views information management as a series of the following tasks; Establishing information needs, information acquisition, information organization and storage, information services and products, information distribution, information use, and adaptive behavior. Information management is depicted as a series of related tasks that result in adaptive behavior and then the process starts all over again with information needs and information acquisition.

Detlor (2010) perceives information management as the management of the processes/activities and systems/resources that create, acquire, organize, store, distribute, and use information. Information management aims to help people and organizations access, process, and use information efficiently and effectively (Detlor, 2010). As a result, people become more informed and organizations more competitive and strategic. The discussion in the previous paragraphs indicate that information management is composed of tasks. For the purpose of this study the tasks suggested by Choo (2002) are the basis for which information management in this study was conceptualized and limited to acquisition, storage, distribution and use of information. Choo, (2002) was opted for because the tasks suggested (acquisition, storage, distribution and use of information) are clear and hinted on by other authors as reviewed in the previous paragraphs.

A Highlight of Existing Information Management Frameworks

Different information management frameworks have been suggested by different authors. For instance, in the global enterprise sector, Peppard (1999) proposed an organizing framework for information management that focuses on global business strategy, global business drivers, global information strategy, and global business model. Rowley (1998) suggested a general information management framework that proposes information environment, information context, information retrieval, and information systems as crucial components. Middleton (2007) suggested improvements in Rowley (1998)'s framework after testing and applying it in the context of science and technology information management. In the organizational sector, Nguyen et al. (2014) suggested an information management framework consisting of people, processes and practices, technology, and information. These frameworks have been substantial in streamlining information management practices and ensuring that the goal of information management in these sectors is attained. However, these frameworks are fundamentally sector-specific and no efforts have been made to review and analyze the existing information management frameworks in order to facilitate a consistent thinking pattern when developing ad evaluating information management frameworks.

METHODOLOGY

Among the journals that acted as the sources of data in this investigation are Science Direct, Emerald and IEEE. These journals were selected because they are among the journals that the university in

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