
Diagnostic Information Gathering & Delivery

Definition

Must be able to collect data and information, analyze and translate information into knowledge for planning, decision-making or management reporting and to communicate and distribute to different audiences, using a variety of information and communication technologies (e.g. intranet, e-mail, video-conferencing, telecommunications, etc.) in order to provide and communicate information for decision making, reporting, document storage and planning.

Key Words: Communication and Information Management; Information Distributors.

Behavioral Indicators:

1. Supports operational functions and the public with the provision of information and through information exchange and dissemination.
 2. Facilitates adequate information flow to enhance and ensure informed decisions.
 3. Sources data, analyses it and converts it into information.
 4. Contributes to the development of knowledge management within the Department.
 5. Evaluates the effectiveness of data-gathering and distribution channels (e.g., web pages, notice boards, filing and storing, etc).
 6. Interprets information and develop or indicate a response.
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PROFICIENCY LEVELS: Diagnostic Information Gathering & Delivery

LEVEL I

- Distributes information gained from other sources.
- Uses non-electronic and cumbersome paper for information collection and distribution as provided to the work-unit.
- Knows about knowledge management and its components.
- Collects data, information and graphics for use in own work-unit.
- Uses information or data effectively to persuade and support a position.

LEVEL II

- Sources data, analyses it and converts it in reports and presentations.
- Develops databases and tools for reports and web distribution.
- Provides information in a format that is attractive, interesting and useful.
- Evaluates the effectiveness of data-gathering and distribution channels (e.g. web pages, complaints, etc.)
- Installs and maintains document management, storage and retrieval systems.
- Maintains effective communication channels enabled with current technologies.

LEVEL III

- Maximizes the use of databases to provide useful, “widely recognized” and user-friendly information to other departments, work-units, customers and the public.
 - Identifies new information and communication technology that improves on current systems and services provided.
 - Provides leadership in the collection and provision of data and information for use in the department’s knowledge management center.
 - Evaluates and improves the effectiveness of the information and communication function in own work unit.
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