

Lessons Learnt – Information Management

Observation:

- Information management across multiple systems.

Issues arising:

- Hard to keep up with the different information having been updated on different document management platforms e.g. Salesforce / EB / Office 365 / Email.
- Not everyone had access to the different platforms which limited people's knowledge on important information.

Recommended actions:

- Having one particular system for written, formal parts of communication is key. It would help if everyone had full access.
- One single source of information for everyone and everything would help everything run more efficiently.

