

## **Information Management Support Officer (note: this role is integrated as part of the day job of colleagues)**

Information Management Support Officers (IMSOs) should have an understanding of:

- business processes within their division;
- the Scottish Government information management strategy and good information management practices including what information needs to be stored, who is responsible for storing it and when, why and where (for example within our electronic records and document management system - eRDM) information needs to be stored;
- retention arrangements which are applied to eRDM files created for their business area in line with the eRDM file type they attach to the file;
- the eRDM system, including terminology and document naming conventions used by their division;
- key files, documents and other information systems used by their division;
- the information needs of colleagues within their division.

Their tasks include:

- acting as the first point of contact for colleagues in their division when it comes to advice on information management and use of the eRDM system. This includes confidently advising colleagues at all levels on information held by their division. Assisting them to find items in eRDM using the powerful search engine provided by the system;
- providing advice, support and assistance to their division's information asset owner (IAO) and their deputy;
- actively encouraging engagement with the Knowledge and Information Management (KIM) Branch on information management issues;
- completing, maintaining and cascading the IMSO template for new starts which provides information on eRDM training, useful links to key documents and additional support and assistance;
- advising colleagues of the Home and Handy folders on eRDM and how to use them;
- supporting file management by approving file requests and creating ad-hoc groups to restrict or enable access to files containing sensitive information;
- maintaining a vital record of the membership of each ad-hoc group which their division has responsibility for and updating this;
- ensuring colleagues are adhering to agreed naming conventions when storing information in eRDM.

IMSOs are also responsible for ensuring:

- new staff joining their division who haven't used eRDM complete the introduction to eRDM e-learning. They must pass the mandatory quiz in order to obtain access to the system;
- new staff are advised to read the induction guidance on information management, records management and eRDM and the Scottish Government information management strategy;

- all existing eRDM users within their division are encouraged to take the eRDM Browser overview e-learning annually as a refresher;
- certain processes are completed by colleagues who are leaving their division prior to them moving on.