

Believing Information Matters

As users of information, we are overwhelmed. Bombarded. Glutted. We're downright annoyed. We are looking to find our way through information.

The IHI team can lead us through the maze of information, we act. We think like user advocates. We focus on user accomplishment. We are information users.



We can help Posts and Districts structure information cognitively and graphically to achieve their purposes.

We can teach possibility.

What is possibility?

Possibility is performance. We believe you can visit a Web or Intranet site, find the information you need, and get on with the rest of your life. We believe information can be structured so you can do something with it.

Possibility is presentation. We believe it's possible to present technical information so users can see the structure, make sense of documents, and act on them. We believe that not only can merged text and graphics grab attention, but also improve understanding.

Possibility is understanding. We believe it's possible to dig deeply into information and understand its purpose and its meaning. We believe it's possible to envision complex information. We believe we can share the breadth of information architecture so that others can take it and use it.

Possibility is action. We believe it makes no sense to say, "we've always done it this way." We recognize that our organization is constrained by people and politics. But we believe the question, "what do users want to do with the information?", can help us find new solutions to make information clearer and more understandable.

For addition information on the IHI program, please contact Department: 803.808.0317

IHI Objectives

Phase I: Evaluation of Needs

- Is there someone at your Post who can send and receive emails and be the primary contact?
- Does your Post need a computer?
- Is there anyone from your Post or district who would like to be on the IHI team?
- Each District should have a Team that can assist with training.

Phase II: On-line Reporting

This Phase requires the most man hours and system work.

- All forms will be on Department's web site.
- All reporting will be electronic.
- Reports will be designed based on required information and ease of use.

Design web site for Ladies Auxiliary with on-line reporting. (2008)

**Veterans of Foreign Wars
Department of South Carolina**

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IHI

Meeting new literacy demands

We believe communication in the 21st century requires a new literacy. Changes in technology have coincided with changes in Posts, Districts and Department needs. It's an exciting time for the VFW at all levels. But we need to understand how the presentation of information has changed, and we need to respond to these changes.

Knowledge management specialist Thomas Davenport writes: "Organizations need people who can extract knowledge from those who have it, put it in a structured form, and maintain or refine it over time."

That is the mission statement of IHI. This is what we can do. As information architects, we serve as a **bridge** between the Post, District and Department in creating, collecting and distributing documents. We take the responsibility to organize, transform, and present information so people can find it and use it.

We can bring order to chaos.....

*some of the information in this brochure was provided by Information Architect™



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*Information Highway
Initiative*



Information is the result of processing, manipulating and organizing data in a way that adds to the knowledge of the person receiving it.

IHI