
Community Engagement Programme - Age UK Islington knowledge articles improvement

A Data Management Plan created using DMPonline

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Template: Data Management Plan for masters & undergraduate students

Project abstract:

Age UK Islington is a not-for-profit organisation based in the London borough of Islington. It shares knowledge through 'knowledge articles', which are designed to give clients introductions to different subject areas and point them towards sources of more in-depth information. Our team's main tasks are the following: 1) To go through the database and excels, coding the most common casework 2) Search for corresponding knowledge articles and identify gaps between casework and knowledge articles. The identify organizations with resources that can fill those gaps 3) Go through all the articles and identify categories (sub-categories) missing based on the casework. Then advise adding corresponding categories. 4) Create universal formatting for knowledge articles

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Cyber Security Awareness

Can you confirm that you have completed the cyber security awareness course?

- Yes

Overview

Name

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Department:

Department of Economics

Supervisor name:

N/A

Project Details

Dissertation/ project title:

Community Engagement Programme - Age UK Islington knowledge articles improvement

Please summarise your research question in no more than three sentences:

The Age UK Islington is on the journey of digital transformation and has scopes for improvement in its knowledge article database. After going through casework and knowledge articles, our team would aim to rationalise and improve the clarity and comprehensiveness of knowledge articles. We would use the guidance of Age UK National and resources from other charities to do so.

Data Collection

Will you be using any secondary data for this project? Please outline what kind of secondary data you will be using below:

We will use two excel documents provided by the communication manager of Age UK Islington, Katie Skea.

1) Knowledge articles - wellbeing outcome area and subcategories 2) Breakdown of Accounts - with the number of referrals to the account

Will you require access to any secure datasets i.e. datasets to which LSE Library does not have a subscription, which will need to be requested directly from the supplier:

- Yes

Please can you name any suppliers who you believe you will require a dataset from:

Age UK Islington

Will you require access to any internal LSE datasets for this project?

- No

Will you be collecting primary data from research participants?

- No

Data Protection

Do you believe your research will require you to fill in a [data protection impact assessment?](#)

- Yes

Data Storage & Security

Are you the lone researcher on this project or do you have collaborators?

- I have collaborators

Could you outline how you plan to share data between members in your research team:

All documents we get from the Age UK Islington are encrypted, which means team members have restricted access to those documents. Team members are able to edit and download those documents but are not able to share them with others. This effectively guarantees the confidentiality of data of the Age UK Islington.

Our team created a folder on LSE Onedrive to share all the documents related to our project. Only team members have access to the one drive folder, using their LSE email account.

Will you require any additional research tools to complete your project?

- No

What hardware will you require to complete this project (you can select more than one option):

- Personal laptop/ desktop PC

Do all personal devices used on this project meet the LSE's [minimum standards for device level security](#)?

- Yes

Are all personal devices used on this project secured with passwords that meet the standard of the LSE [password policy](#)?

- Yes

Where will you store your dissertation/ research project while you are working on it:

- LSE OneDrive