

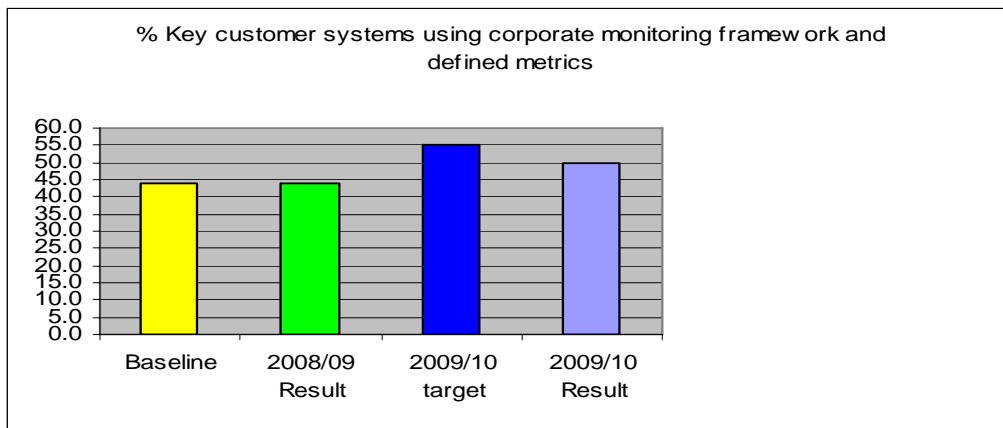
Improvement Priorities – IO 1a/d Improve our systems and processes to enable use to use our information effectively; develop arrangements to protect and share information in line with legislative and regulatory requirements

Overall Progress


Accountable Officer – Lee Hemsworth

Why is this a priority

Information is an asset just like the council's land and buildings, people, equipment and money. In order to get the maximum value from this asset we need to have the systems and processes to manage and use this data effectively. Lack of joined-up and integrated information and knowledge across the council and partnership can be a barrier to progress. However, it is vital that we protect this information and share it appropriately and lawfully. By doing this we can turn our data into intelligence and use it effectively to plan and deliver better outcomes for the public.



Overall progress to date and outcomes achieved

Overall Summary

Progress on delivering the IO Programme has been made including the redefining and restructuring of the programme. However, there has been delays in progressing the three main formal projects for IKM: EDRMS; the Records Management Facility; and BI Platform. These delays are attributable to a number of factors including changes in procurement rules which held up the procurement of the EDRMS, the need to redesign Westland Rd as the design of the Corporate Record Management Facility moved through the RIBA design stages and internal resource problems which have slowed progress on the implementation of the BI Platform. As a consequence to these delays the overall rating is now deemed to be amber.

Achievements since the last quarter

Records Management Facility (RMF) and Electronic Documents Record Management System (EDRMS)

- Information Governance hand book approved & supported by board.
- Evaluated grades for staff at the facility.
- Publication of the EDRMS Information to Tender (ITT) documentation

Information Governance Framework (IGF):

- Agreement to use the Cabinet Office Information Assurance Materiality Model as framework
- Draft user guidance on the scanning policy complete,
- Work commenced on new sections of the retention guidance
- Initial consultation on Removable Media Policy completed and issued to key stakeholders
- Working group in City Development to support the pilot on paper records established
- Report considered by Corporate Governance Board on strengthening the governance arrangements across the organisation

Business Intelligence (BI):

- Sign off of IMGroup pieces of work: A technical strategy, A development plan/roadmap for the delivery of BI projects, A business requirements gathering approach, Delivery of a proof of concept.

Challenges/Risks

- Projects/programmes not delivered within agreed timescales – detrimental affect to other programmes
- Approved budget for Records Management Facility is based on estimated costs.
- Insufficient budget to complete procurement stage of EDRMS
- Identify appropriate pilots to realise sufficient efficiencies to fund implementation of EDRMS.
- Lack of buy-in or commitment within the Council to implement IGF procedures effectively
- Lack of requisite skills within workforce to contribute to implementation of IG into Directorates

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- Development of IG policies/procedures not ready in time for key/major Council programmes & Projects
- Maintaining stakeholder expectations/engagement

<u>Council / Partnership Groups</u>			
<u>Approved by</u> (<i>Accountable Officer</i>)	Lee Hemsworth	<u>Date</u>	30 April 2010
<u>Approved by</u> (<i>Accountable Director</i>)	James Rogers	<u>Date</u>	10 th May 2010

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Key actions for the next 6 months				
Work-stream	Action (Desired Achievements)	Contributory Officer / Partner	Milestone / Actions	Timescale
RMF	Develop and approve procedures for paper management	Key Contact Officers, Assistant Contact Officers, RM Facility Project Board	<ul style="list-style-type: none"> • Prepare procedures and guidance for preparing records for Facility • Developing retention schedule. 	On-Going June 2010
EDRMS	Undertake tender evaluation	EDRMS Evaluation Team, BPR Team, Change Mgt Team, ICT	<ul style="list-style-type: none"> • Deadline for receipt of tenders • Evaluation • Supplier interviews • Site visits • Consultation & approval • Award & sign off 	31 March 10 April 10 May 2010 June 2010 July 2010 August 2010
IGF	To assist & co-ordinate with CORS to develop Information Governance capacity within directorates	BT Team CORS HR	<ul style="list-style-type: none"> • Agreement with each of the CORS identifying resource requirements 	May 2010
IGF	Development of Information Policy and Procedures	BT Team	<ul style="list-style-type: none"> • Agreed retention schedule • Remote working policy • Removable media policy • Information charter • Protective Marking policy 	ALL June 2010
IGF	Revised governance arrangements for information Governance	BT Team	<ul style="list-style-type: none"> • Agreed terms of reference • Membership agreed 	April 2010 May 2010
BI	Start working with services identified as priorities in BI development plan/roadmap.	Clare Walker BI Team	<ul style="list-style-type: none"> • To be determined by roadmap 	Ongoing
BI	Phase 2 BI business case will be finalised & submitted to IO Board & ICT Commissioning for approval	Clare Walker BI Team	<ul style="list-style-type: none"> • Business case submitted and agreed by IO Board 	April 10
BI	ITT will be issued to secure external support to deliver phase 2 of BI programme	Clare Walker BI Team	<ul style="list-style-type: none"> • External support secured 	May 10
BI	Exploring options for bringing in-house the Neighbourhood Index Proof of Concept	Clare Walker BI Team	<ul style="list-style-type: none"> • Options identified and report issued to BI Project Board 	April 10

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Performance Indicators									
Performance indicators aligned to the Improvement Priority									
Reference	Title	Owner	Frequency & Measure	Rise or Fall	Baseline	2008/09 Result	2009/10 Target	Full Year Result	Data Quality
BP-34	% staff understanding Council's approach to IKM	Business Transformation	18 monthly	Rise	This is due to be included as a question in the next staff survey in 2010/11 which will give a baseline figure in order to measure improvements going forward which will coincide with the roll out of key systems and process.				No Concerns with data
BP-36a	% key customer systems using corporate monitoring framework and defined metrics	Business Transformation	Annual %	Rise	43.8%	43.8%	55%	50%	No Concerns with data