

In-Form Consult helps councils identify ways to use their information assets in a more efficient and effective way

"The creation of information asset registers for each Council will support all the efforts by both Council's in the development and delivery of the Customer Connect Programme and met requirements as set out under the GDPR. Great piece of work."

Paul Mountford, South Lakeland District Council

About the Councils

South Lakeland District falls within the Yorkshire Dales National Park and Lake District National Park whereby Kirby Lonsdale, Dent and Sedbergh are on the East of the District. The District includes a variety of landscape features covering an area of 600 miles with 51 councillors and 45 electoral wards.

The Council strives towards continuous improvement to ensure that the needs of South Lakeland are being addressed by working together and listening to ideas from their customers and employees, leading to excellent public service delivery and workforce development. The Council believe that customers are at the heart of everything, hence wanting to harness digital technology to support delivery of faster and better services for residents.

Eden District Council is based in Penrith within the Eden local government district in Cumbria. The council works with its partners to achieve its main goal, which is to secure the well-being and future prosperity for Eden's businesses and residents.

Business Challenge

For South Lakeland and Eden District Councils to achieve their primary goals, there was a need to review the way in which they process work internally, in order to identify ways that they could use their information assets in a more efficient and effective way.

A key transformation goal was for more comprehensive information management, as this would allow The Councils to deliver their services in a more effective and efficient way.

The Councils faced a challenge, in that they were each made up of many Directorates, and the scope of the information assets being created and held by these Directorates was not fully understood.

As well as how data was being created and stored, it was important for The Councils to gain a better understanding of how it was used and shared. There was a particular need to understand the Information Assets that consisted of personal or sensitive data, in order to address a challenge of compliance with the changes to Data Protection regulation and the incoming General Data Protection Regulation (GDPR).

In order to address these challenges, The Councils sought out specialist external support to complete an audit of information assets.

IFC Approach

IFC's structured approach, is based on our Corporate Information Management Methodology (CIMM®). Through many years of advising and implementing on IM programmes, IFC understands the criticality of taking a holistic view of IM to include strategic and operational elements.

IFC deployed its tried and tested methodology for undertaking effective information audits, which consists of the following four phases:

- Initiation and Planning
- Discovery
- Development and analysis
- Delivery

IFC started off by determining the Councils' objectives by using several tried and tested assessment methods to identify and analyse the information. To achieve this, the information held by all Council Directorates was analysed.

South Lakeland and Eden District Councils asked IFC to support a joint Information Audit and following this to create Information Asset Registers for each Council.

The information assets that were audited included:

- Electronic information
- System data e.g. structured information in Line of Business systems
- Paper records e.g. in filing cabinets



Results

A key benefit to The Councils included supporting ongoing initiatives including their Digital Transformation Programme and Customer Connect Programme. IFC also helped The Councils with their goal of achieving compliance with GDPR and improvements in information security and sharing.

The Councils received professional and expert advice which led to the creation of Information Asset Registers, allowing them to gain more value through understanding and exploiting the information they hold and removing redundant temporary or obsolete information.



"Would definitely use IFC again. Their approach to finding a solution for a very specific piece of work to budget and on time has been excellent."

Paul Mountford, Principle Performance & Intelligence Officer

IFC at the core of information management



About Us

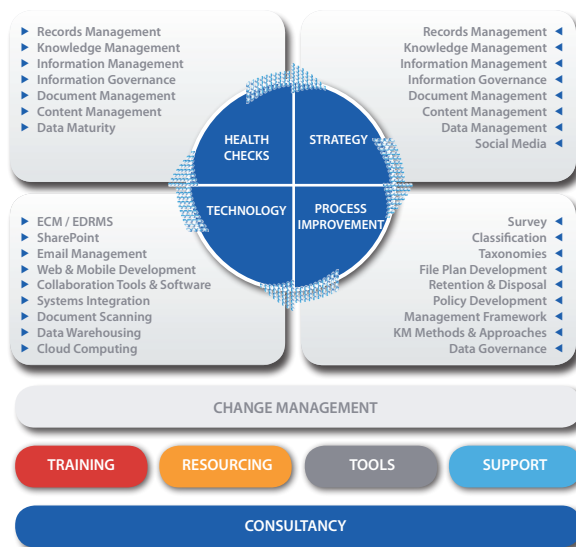
In-Form Consult (IFC) is an independent information management consultancy that helps businesses transform enterprise-wide information into a more powerful business asset. For over 25 years, we have been helping companies uncover, manage and exploit information, transforming the value of unstructured and structured content to better support innovation and create new business realities. For Public Sector organisations we are an approved supplier to the G-Cloud Framework.

Our Services

We can provide all the required elements to solve your holistic information management needs, and help you improve information management policies, processes and procedures. Our complete solutions span consultancy, technology, training and resourcing in the areas of information and records management, information governance, knowledge management, data management and enterprise solutions. We offer a wide range of bespoke consulting services including health checks, strategy development, process improvement and development, technology selection and implementation.

Our Approach

We take a refreshingly pragmatic approach to helping companies solve their information management challenges. We work inclusively with them to identify, develop and implement intelligent strategies for their requirements, all of which are delivered to industry best practice for information and change management. Our consulting team are industry-leading experts and individually are specialists within public, private and not-for-profit sectors.



▲ IFC Core Services

IFC supports clients in the following sectors:

Public Sector

- Central Government
Departments & Agencies
- Local Government
- Police Authorities
- Fire & Rescue Services
- National Health Service (NHS)
- Further & Higher Education
- Non Departmental Public Bodies

Private Sector

- Financial Services
- Utilities
- Oil & Gas
- Manufacturing
- Not for Profit
- Engineering
- Construction

Industry Membership



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Next Steps

If you would like more information about IFC's services and experience, please call **08456 80 40 47** or visit **www.inform-consult.com**

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