January 2016

Version 1.0

IT for Business

Information Strategy

Demand

Business Priorities

Supply

Information

Related Strategies

Application Strategy

Digital Strategy

Device Strategy

Business Intelligence Strategy

Key Drivers:

- Understand our customers better

- Identify priorities

- Assure value for money

- Drive economic growth

- Provide advice, guidance & information

- Partnership working

Information & Decision Making

Information is one of our greatest assets; We seek to use it strategically wherever possible.

The management of information as a strategic asset is a key contributor to the delivery of the Council Plan. Information is critical to every part of our business; it underpins our ability to drive economic growth, keep vulnerable people safe from harm, build resilience for individuals and families to live independently and make the best use of our resources. By using our abundant information resources strategically, richer business intelligence will result. This will inform a greater understanding of our customers' needs to help shape and improve the future delivery of local services despite the continued financial challenges facing local government.

Increasingly our services are provided with greater openness and in collaboration with a range of partners from all sectors. The effective and efficient provision of these services depends on information passing between organisations in a timely and appropriate manner. Sharing our knowledge and information to maximise its value is about understanding and managing information risks and striking a balance in transparency whilst ensuring adequate protection is in place; striving always for openness but being sure to avoid "surveillance".

Holding respect for the origins and ownership of information at the core of our decisions, so that the public can maintain trust and confidence in the way our business operates, ensures we get this balance right.

Key Objective

To maximise the potential benefit from our abundant information assets. We are doing this by focusing our effort on four themes of interrelated activity underpinned by key principles.

Managing information throughout its lifecycle

Information sharing & collaboration

Information at our fingertips

Valuing & protecting our information

Underpinning Principles

At the backbone of this strategy, there are a number of principles used to underpin our effective Information Management. Information should be;

Relevant; useful, purposeful and appropriate
Accurate; reliable
Current or relevant version; it should be possible to easily identify the version of the information required for example an archived record
Accessible; easy to find, user friendly, interpretable and in the right format
Timely; available when required
Consistent; information must have integrity. One version of the truth avoiding duplication.
Shareable; made available to others where applicable and safe to do so
Transparent by default; open to all unless stipulated otherwise
Owned; an understanding of which decision maker owns the information
Protected; where relevant
Legally admissible; where relevant, valid in court with a clear audit trail.

Adding Value

Information Security: Compliance with the rigorous standards of the Public Service Network (PSN) provides the Council with the means for accessing information and digital services across Central Government and the wider public sector.

Information Governance: A robust approach has enabled the Council to achieve compliance with the Information Governance (IG) Toolkit enabling interoperability with Health partners. Significant activity has been undertaken to help departments establish compliant ways of sharing information with other organisations, for example, with Districts and Boroughs.

Information Management: An electronic document and records management project is in deployment, supported by pragmatic policy and procedure, to enable colleagues to operate in more flexible ways.

2020 Vision

Looking forward, work will continue to increase visibility of the Information Management Strategy to ensure that it remains relevant and delivers value to the organisation by embedding best practice and providing IG training.

Retaining corporate compliance with government / partner accreditations will remain a priority to protect business information and allow the Council to share securely with its partners.

Work will continue throughout 2016 to embed the use of Sharepoint 2013 and Electronic Document Records Management to unlock the benefit of agility for the organisation.

With mature information management practice in place, Information Management will begin to explore the potential benefits possible from Business Intelligence tools. A Business Intelligence Strategy has been initiated to open dialogue on this subject.

This strategy is closely aligned with the Digital Strategy and will work in tandem to support requirements as they emerge.