

UK Border Agency

Information Management Programme Board Terms of Reference

March 2009

PURPOSE OF DOCUMENT

This document sets out the high level terms of reference under which the Information Management Programme Board will work.

BACKGROUND

The Information Management Programme is responsible for the delivery of the Information Management Strategy, approved by the UK Border Agency Board in 2008. The Programme aims to deliver improved information management throughout our organisation, building upon existing allocated resources. It will aim to make people aware of their personal accountability.

The Programme Board will manage the UKBA Information Risk Register on behalf of the Agency Board. The Risks are categorised under four headings: Governance and Culture; The Human Dimension; Information Management and Information Integrity; and Information Availability and Use.

The Programme currently consists of the Records Services Project, which will let a new contract for the storage of the Agency's 9m paper applicant files, using the terms and conditions of the contract to embed better information management practices within the business and to establish a Retention and Disposal Policy so that the file holding is reduced over time; the establishment of the Information Management and Compliance Unit, working under the Agency's Information Executive to set the policies and guidance for information management and to create relevant training packages; the creation and upkeep of a network of Information Advisers ; data sharing, i.e. authorising key UKBA information exchange with external parties and ensuring that UKBA systems, processes and practice support the security of the data shared; and the dissemination of all relevant legislation, Cabinet Office directives and other guidance relating to Information Management, especially Information Security, having cleansed it and created an Agency version.

The Agency's information is its corporate memory, providing evidence of actions and decisions and representing a vital asset in support of its daily functions and operations. Information supports policy formulation and managerial decision-making, protects the Agency's interests and the rights of stakeholders including applicants, staff and those members of the public who have dealings with it. It helps to provide organisational consistency, continuity and transparency.

The first step is to appoint a Senior Responsible Owner (SRO) and Programme Board (PB), who will own delivery of the business benefits required by the programme.

This is a programme that will change the way UKBA records, manages, stores and disposes of its information to ensure maximum business effectiveness and information security. Staff will be expected to take personal responsibility for their actions and, in time, this will be reflected in the annual reporting round.

The main requirements of the Programme are:

- To help the business to work more effectively by providing compatible information management systems which support it
- To enhance the business's capability to capture and exploit corporate knowledge and memory
- To change the culture within UKBA from 'need to know' to 'duty to share responsibly'
- To provide a clear mandate for the domestic and international data sharing leads to progress key objectives within their respective fields
- To ensure that information security stays high on our agenda
- To provide effective access to information for stakeholders
- To enable the Business to meet its legal requirements in relation to FOI and DPA and
- To work to improve the standards of management information and the quality of information in UKBA

To do this the Programme will:

- Bring structure and process to the way in which UKBA stores and accesses information, working with other major change programmes
- Support the development and implementation of a set of common information standards across all UKBA IT systems
- Encourage collaborative working and identify opportunities for greater sharing of information and knowledge
- Contribute to the development and application of the HO Group Information Strategy
- Develop and implement a record review and disposal policy
- Develop a publication policy that will be applied to all UKBA records

- Support the work to improve the data quality of key information systems in UKBA
- Raise awareness of personal and corporate responsibilities through training and communications
- Work with Business Units to embed good practice into their day to day activities

ROLE OF THE PROGRAMME BOARD

The Programme Board will be responsible for:

- Providing strategic direction to the Programme and owning the vision for the programme, providing clear leadership and direction through its life
- Securing the investment required to set up and run the programme, and fund the transition activities so that the desired benefits are realised
- Providing overall direction and leadership for the delivery and implementation of the programme
- Agreeing the benefits the programme will deliver and the strategy for delivering this
- Ensuring the programme is managed in a controlled environment, within current HO best practice guidelines
- Setting a governance structure for the programme
- Exercising change control at a programme level and agree the first baseline programme plan
- Making decisions on resource allocation within the programme
- Ensuring programme level risks, issues and dependencies are managed and providing an escalation route for the same beyond the programme's control
- Identifying opportunities for pursuing a shared service approach with the HO Group on programme elements, via the HO CIO
- Ensuring that UKBA and its staff are managed carefully through the process of change, that the results are reviewed and assessed objectively, and that adjustments are made as necessary
- Ensuring reviews, both during the programme and following closure, that formally assess the programme's:
 - continued alignment with its objectives
 - capability of delivery
 - measurable achievement of benefits

- Ensuring compliance with OGC Gateway and Common Causes of Failure processes
- In relation to both domestic and international (including European) data-sharing, all activities contributing to the development and management of data-sharing for UKBA purposes will be within the scope of the Board.

The Board may delegate authority to make decisions to others, such as the Programme Manager, but it retains overall responsibility.

STRUCTURE OF THE BOARD

The Board will meet at key decision points for the programme (based on the plan) or when a project reports entering exception. The Board will meet at least quarterly. Key responsibilities for the SRO and Senior Users are set out in Annex A

The Board will consist of: -

SRO – Justin Holliday (UKBA SIRO)

<REDACTED UNDER SECTION 40(2) (PERSONAL INFORMATION)>

The following will also attend Board meetings to provide: -

Commercial Assurance [NAME REMOVED]

Programme Support [NAME REMOVED]

Communications [NAME REMOVED]

<REDACTED UNDER SECTION 40(2) (PERSONAL INFORMATION)>

The Board may require the attendance of others, such as Project Executives/Managers, on occasion.

If required deputies can be sent with the agreement of the SRO.

8. SIGN-OFF

By signing this section, the named parties accept these Terms of Reference.

Signed:

Print Name:

Date: