Freedom of Information Request No. 5301

Received   21/6/2019

Responded   12/7/2019

Request/Response

1.   Has your authority implemented an Electronic Document & Record Management System (EDRMS) solution? Yes

2.   If YES:
a.   Is the EDRMS a corporate solution or does it cover specific business areas? Corporate but only implemented in Revs & Bens and Housing currently

b.   Is the EDRMS an in-house/internal development or provided by a 3rd party? - 3rd party

c.   If provided by a 3rd party, please confirm the name and vendor of the solution - Northgate Public Services - Information@Work Enterprise

d.   What is the annual cost of the EDRMS? Please can you split this into capital and revenue (i.e. set up cost and then ongoing costs of running the EDRMS) - £5K annual maintenance

e.   When did implementation of the EDRMS commence? May 2017

f.   How long did implementation of the EDRMS take (what date did the system go live)? If the system has not yet gone live, when is it scheduled to go live? 6 Months - The system went live November 2017

g.   Please confirm how many people were in the implementation project team and their roles in the team - 9 people in the original project team. 2 from IT Infrastructure, 2 from Revs & Bens (as this was the original department DIP was implemented in), 2 from Digital Transformation, 1 from Finance, 1 from customer services and 1 from Audit.

h.   What was the project budget / estimated spend on implementation of the EDRMS? - £80,250.

i.   How is the EDRMS structured, for example by business area, business process, business function, etc.? Business area

j.   Approximately how many documents are held/managed within your EDRMS solution? Not recorded

k.   How are documents classified within the EDRMS, for example do you use the Local Government Scheme of Classification? Documents are classified by each department

l.   What system of document naming convention does your EDRMS use? Documents are classified by each department

m.   Does the EDRMS manage the creation of new documents linked to business processes / business areas? Yes

n.   Does the EDRMS integrate with other line of business applications? - Currently only with the Revs & Bens Academy system

o.   Does your EDRMS solution also manage physical/paper records? Yes

p.   How did you cleanse/process information held on file shares etc. prior to migration to your EDRMS solution? - N/A - we were purely paper based before going live with the Enterprise system

3.   If NO:

a.   How does your authority manage electronic documents, particularly those held within file shares? N/A

4.   Please provide a copy of your Authority's Information Management / Information Governance Strategy N/A