



Case Study

The City of Cardiff Council supports organisational change with Microsoft SharePoint and tools from Automated Intelligence in an Information Management Project. The aim is to improve and maintain standards of service delivery in the face of reducing resources for local government.



The Challenge

The City of Cardiff Council is the governing body for Cardiff, the capital City of Wales. In 2013, the Council had to deliver over £50 million of savings and continues to face significant reductions in their budget year on year. In order to meet these targets they needed to implement improvement projects in different areas of the business, one of which being the management of their information, a key asset in the organisation. Initially, the Council had a basic framework for information management with limited formalised structures, processes or technology in place. The existing arrangements did not support the Council's vision to become more cost effective and efficient in the running of its business operations. The challenge for Cardiff was to introduce a formal corporate solution for managing its information to support their ambitious Organisational Development Programme .



The City of Cardiff Council had to deliver savings of over

£50m

Some of the key issues that needed to be addressed included:

- An estimated 40% of documents stored were of no value to the authority, having passed retention dates, duplicating data or being kept regardless of worth
- The information and document retention process needed to be streamlined
- Information retrieval was complex and manual, meaning that information requests were taking a lot of time, draining valuable resources
- The inability to manage records automatically was driving in-effective record management
- Information within the authority was generally kept within teams and areas, limiting the ability to knowledge share within the Council
- The majority of documents were stored in file shares which have limitations in managing information against policies in line with the independent authority for data protection and freedom of information, the Information Commissioners Office (ICO)
- The ability to collaborate across teams, whilst maintaining confidentiality needed to be improved

To address these challenges the Council made a decision to implement an Electronic Document and Record Management Solution.



The Solution

The City of Cardiff Council reviewed a number of different Electronic Document and Record Management Solutions (EDRMS). Following research in the market, the Council realised that they could maximise their current technology investment with Microsoft and have a cost-effective EDRMS based on Microsoft SharePoint using three tools from Automated Intelligence (AI).

AI.COMPLIANCE EXTENDER extends and leverages the capability of SharePoint to meet regulatory control and support best practice records management. **AI.SYNCPPOINT** enables the seamless integration of Outlook and SharePoint. The Microsoft and AI solution is based on standard user tools enabling quicker user uptake. The security model, records management and information governance capability is improved through effective and automatic record capture, declaration and management; permission control and enhanced system reporting.

By adding features expected from a robust records management system to the enterprise collaboration features of the Council's current SharePoint, the Council are delivering a next-generation platform that can support business change.

In addition, the Council has selected **AI.DATAPPOINT**, to enable an accelerated and more efficient implementation of SharePoint as the EDRMs. This means that data can be cleansed and categorised which can then be migrated and managed from the Council's current information repositories of file shares into the new EDRMs based on SharePoint. Data is categorised by security, retention and access requirements against the information policy of the organisation. This will improve the quality and relevancy of data within the new system and help to facilitate data storage savings.

“ In our research, we discovered that Traditional EDRM projects tend to fail due to the rigid process involved which frustrates the people using the system, resulting in poor adoption. Microsoft SharePoint enables us to provide a collaborative knowledge bank for the authority.

The flexible nature of the solution, has given us the freedom to create content types and a corporate structure in a consistent manner which is meaningful to the organisation. The solutions provided by Automated Intelligence enable users to create content freely, but the organisation can remain in control of its structure, ensuring that it is managed against corporate policies. Microsoft/AI solution offers an enhanced alternative to the traditional EDRMs systems which are currently on the market.”

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Ross Maude, Senior Enterprise Architect, The City of Cardiff Council



AI.DATAPPOINT



**AI.COMPLIANCE
EXTENDER**



AI.SYNCPPOINT

Impact

Improved Information Management Capability

- Improves quality, accuracy and relevancy of the body of knowledge contained in documents and records
- Provides the ability to implement new protective markings scheme, as part of the Government Classification Scheme
- Mitigates risk to the Authority in regards to compliance with a range of government legislation and internal policies
- Manages lawful destruction or transfer of records
- Manages email more effectively as records through integrating with a familiar interface for optimum user buy in
- Reduces the risk of digital information being inappropriately accessed, altered or deleted by providing greater security and access control features

Increased Business Efficiency

- Enables more efficient Freedom of Information requests
- Facilitates better retrieval of and access to information through greater consistency in naming, titling and metadata management
- Enables staff to view, read or share information simultaneously from their desktops, through a collaborative working system
- Increases efficiency and effectiveness in job performance in respect of record and document management
- Reduces duplication by capturing information only once
- Streamlines and automates work practices and business processes
- Incorporates the ability to manage and search for relevant paper files
- Enables paper storage savings both onsite and off-site

Supports Organisational Development Programme

- Simplifies the underlying infrastructure, as a central store is provided for staff to capture their digital documents and information, replacing uncontrolled shared drives, email folders and network drives
- Supports the Council's SharePoint Strategy that is in place for other improvement projects such as the paperless office and customer self-service account strategies
- Allows the opportunity for the Council to be more open and transparent as the EDRMs allows managers the chance to approve records for public dissemination making it available via an external SharePoint site
- Provides the opportunity to make technical data storage savings of 40% by only storing relevant information



“ We handle millions of documents a year, so the Automated Intelligence and Microsoft Solution will enable us to develop a corporate document and record management system, compliant to regulations. We have already seen major efficiencies; for example the Information Governance team are using the system to record and locate physical items replacing spreadsheet processes, saving time and money.

We can also see the advantage of Outlook integration in that an email can be easily managed as a record.

This is a powerfully managed tool which meets our record retention and classification needs, and will enable us to address the new requirements from the Government's Protective Markings and Classification Scheme from day one.

This investment will lead to more streamlined processes saving time, money and improving efficiencies, supporting our vision of transforming how we do business. This will enable us to work smarter and better so that we can improve and maintain standards of service delivery in the face of reducing resources for local government.

**Vivienne Pearson, Operational Manager for Improvement and Information,
The City of Cardiff Council**