



Becoming an intelligent organisation with Wisdom

Customer Background

North Yorkshire is England's largest rural county with a population of 595,000 covering 3,000 square miles, enjoying a rich tapestry of natural landscapes, coasts and urban elegance.

The people of North Yorkshire rely on County Council (NYCC) services in many areas of their lives. Education, Social Services, libraries, Trading Standards, roads and transport are just some of the wide range of services that the authority provides. NYCC is rated as one of the top three County Councils in the country.

In 2008 NYCC implemented a pilot solution of Wisdom, the corporate Electronic Document and Records Management (EDRM) system, and Kofax Capture for document scanning, in the Special Educational Needs department. Wisdom was procured as an essential 'enabler of change', underpinning key transformation strategies including the Accommodation Strategy, Business Improvement and Flexible Working and to provide decisive benefits such as faster access to documents, security, integrity and compliance.

Challenge

Being among the top three County Councils and CPA 4 star rated, it is vital that an organisation like NYCC adopts best practice and effectively uses information resources to support the delivery of high corporate performance. The Council must focus on delivering consistent mechanisms for managing, governing and safeguarding data. Wisdom was implemented in the Special Educational Needs (SEN) department to underpin their organisational and operational transformation to more modern practices. Wisdom now manages the department's documents and records throughout their entire life cycle, from creation to destruction, providing secure electronic data capture and preservation, data integrity and enabling the application of automated retention and disposal policies.

Going Forward with Wisdom in NYCC

Following the successful implementation of Wisdom in SEN, NYCC is now embarking on an enterprise-wide strategy of EDRM deployment in support of its vision of becoming an 'Intelligent' organisation. Wisdom is a key component of the 'Strategic Transformation and Integration Capability' (STIC) which also comprises BizTalk ESB, K2 blackpearl workflow and e-forms. It is intended that EDRM can, within this framework, become the 'Single Version of the Truth', a single point

of access for all key documents and records across the organisation. This will also help to ensure improved accountability and auditability, reduced organisational risk and support agile organisational change. In addition, a Central Scanning Bureau is also being developed to support this programme for backscanning and ongoing operational scanning.

The Benefits

- **Organisational benefit:** Improved end to end business processing; allowing SEN to provide services 'better, faster and cheaper'
- **Cost reduction:** Wisdom removed the need for paper based case files to be held at local offices, freeing up valuable space. It also enabled centralisation of the administration function reducing staffing and administrative overheads
- **Risk reduction:** Wisdom reduced the risk of transporting paper case files on a daily basis
- **Business benefit:** Improved access to information for managers, improved levels of internal and external service and communications
- **Improved data security and integrity:** A secure and safe storage method
- **Increased flexibility:** Enabling mobile and home working
- **Tangible benefits:** Reduced storage space and office utilisation, integration with line of business ICT systems, controlled archiving and destruction
- **'Soft' benefits:** Ease of retrieval, new ways of working, information sharing and collaboration
- **Effectiveness:** Seamless integration to the Back Office, supporting effective Case Management and enabling statutory targets and deadlines to be met

Key success factors

The decision to implement a Document and Records Management System was driven by the need to achieve cashable savings and transform public services, at the same time as improving corporate information governance and legal admissibility.

Advice and guidance by consultants from Diagonal made the implementation process as seamless as possible. At each stage expectations were appropriately

Success story: North Yorkshire County Council

managed and met on both sides, a result of dedicated teams and commitment to project goals. "Joint working and a true partnering relationship", according to Nessa Branthwaite, Head of Programme Management and EDRM at North Yorkshire County Council, "is the basis of a successful implementation".

Outcomes

"Wisdom is a fundamental capability supporting our transformational vision" added Nessa Branthwaite. The implementation of an EDRM system was needed for NYCC to keep pace with ever changing business requirements and maintaining their position as a top rated council. The fact that Wisdom is "easy to use" allowed the organisation to adopt a modern way of working almost instantly. Wisdom provides easy access to case files and provides flexibility from which the council and citizens profit equally, helping NYCC to maintain its four star performance and continuously develop even better and more efficient ways of working.



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