

INFORMATION MANAGEMENT STRATEGY 2018 - 2021

1.0 EXECUTIVE SUMMARY

- 1.1. This Information Management (IM) Strategy 2018-21 follows a review of the 2014-18 Information Management Strategy which recognised the Council's changing and emerging priorities. This document outlines the approach that the Council will take to the governance, deployment and development of improved processes, procedures and technologies for better management of our information. It defines our vision, key principles and overall direction of travel for Information Management across the Council. The ICT Steering Board reviewed and approved the Strategy document on 3rd July 2018 and it was subsequently approved by SMT on the 23rd July 2018.

2.0 INTRODUCTION

- 2.1. The existing IM Strategy (2014 – 18) was approved by the Policy & Resources (P&R) Committee on 19th March 2015. The Council continues to face increasing external scrutiny relating to the various Legal (and sometimes conflicting) obligations that are placed on the Council including Freedom of Information (FOI), the enhanced Data Protection legislation in the form of the General Data Protection Regulations (GDPR) and Public Records (Scotland) Act 2011 (PRSA).
- 2.2. This new version of the IM Strategy considers those new and emerging priorities and presents an approach that best ensures our organisation is equipped to manage its information and that of our customers appropriately, and therefore best equipped to meet our legislative obligations.

3.0 RECOMMENDATIONS

- 3.1. It is recommended that the Policy & Resources Committee approve the Information Management (IM) Strategy for Argyll and Bute Council 2018 - 2021.

4.0 DETAIL

- 4.1. GDPR came into force in the UK on 25 May 2018. It affects all organisations processing the personal data of individuals in the EU in relation to offering goods or services and significant penalties can be imposed on organisations and individuals in breach of the new law, with fines of up to €20 million or 4% of annual worldwide turnover, whichever is greater.
- 4.2. Both the GDPR and PRSA legislation requires the Council to evidence the existence of retention and disposal schedules at an operational level (as opposed to policy level commitments to good retention and disposal practice).
- 4.3. There are a number of Key Programmes identified within the IM Strategy required to help deliver effective Information Management, meet the legislative requirements, and achieve the outcomes that matter to the Council, its partners and customers. The Key Programmes provide the cornerstone for an IM Improvement Action Plan for 2018 through to 2021 namely:
 - Governance, Compliance & Assurance;
 - Information Asset Culture; and
 - Enabling Systems & Technologies.
- 4.4. **Governance, Compliance and Assurance** – A new IM Steering Board that meets quarterly will oversee the implementation of the associated action plan that provides a road map for implementing the Information Management Programme. In addition, the IM Strategy outlines the roles and responsibilities for a newly formed IM Steering Board, SMT, Members, and the Audit and Scrutiny Committee. The overall aim and role of the IM Steering Board is to set the strategic direction for Information Management for the Council.
- 4.5. **Information Asset Culture** – It is essential to encourage a culture that understands there is a balance between the costs of maintaining the information held, versus the value of that information to the Council and the services that it delivers. The previous Information Management Strategy (2014–18) enabled the creation of our Information Asset Registers (IARs). Every service across the Council now has an IAR, and these were further developed to assist with preparation for the General Data Protection Regulation (GDPR), and are effectively our “Register of Processing” (a necessity under GDPR). The next step is to embed these IARs within our working practices – by ensuring all staff know what they are, how to use them, and retention policies are implemented.
- 4.6. **Enabling Systems & Technologies** – MS SharePoint has evolved to become the collaborative hub for storing and sharing unstructured

documentation and other content across the Council. An exercise to migrate MS SharePoint 2007 sites to MS SharePoint 2010 has been recently completed and a focus of the Information Management Strategy is the longer term objective to establish a framework for a new MS SharePoint 2016 environment which will incorporate predefined templates depending on the nature and purpose of the site. This will allow the pre-population of metadata and rules to help better categorise, organise and manage unstructured content in a consistent way across the Council. This is essential for better equipping the Council for GDPR and PRSA compliance.

4.7. Information Management Improvement Action Plan – The Improvement Action Plan, *Section 9 of the appended IM Strategy 2018-21 document*, provides the road map for implementing the Information Management Programme. It is a summary of the things we need to undertake to achieve planned outcomes associated with the key 3 Programmes that the Strategy has identified. These are supported by timeframes and the officers and/ or groups assigned ownership for delivery assurance.

5.0 CONCLUSION

The IM Strategy 2018 - 21 outlines the approach that the Council will take to the deployment and development of improved processes, procedure and technologies for better management of our information. It defines our vision, key principles and overall direction of travel for Information Management across the Council, recognising the emerging priorities for the Council and in particular the significant responsibilities for compliance with recently changed legislation. The associated Action Plan is achievable and essential for good Information Management practice and minimising the risk of non-compliance for the Council. The Policy & Resources Committee is asked to approve the Information Management (IM) Strategy for Argyll and Bute Council 2018 – 2021.

6.0 IMPLICATIONS

6.1. Policy – No

6.2. Financial – None at present – Subject to future business cases should they arise

6.3. Legal – Public Records (Scotland Act) 2011, GDPR 2018, FOI

6.4. HR – Staff Guidance, Training

6.5. Equalities - None

6.6. Risk – Reduces risk of non-compliance with PRSA, GDPR and FOI legislation and associated reputational risk.

6.7. Customer Services – Better management of customer information leading to improved services to customers. Better able to respond to FOI and GDPR related requests.

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APPENDIX

“Information Management Strategy 2018 - 2021”