



Objective

➔ **Information management rules for Scottish Government**

"This was the single biggest IT-enabled business change project ever undertaken by the Scottish Government - and it is viewed as highly successful" says Ben Plouviez, Head of Information Services, Scottish Government.

The Scottish Government is the devolved government in Scotland, responsible for most of the issues of day-to-day concern to the people of Scotland, including health, education, justice, rural affairs, and transport. One of its key goals is to promote openness and transparency in the development of public policy and in the delivery of public services, which requires that organisations are able, responsibly and securely, to share information, both internally and with each other.

Business Drivers

The diversity and scale of the Scottish Government - 6,300 geographically dispersed staff delivering a broad range of services - presents a great challenge to information sharing. This was compounded by Government initiatives to increase the use of electronic communication and improve the management of electronic records, along with pressures to find a more sustainable basis for Scottish Government to move forward with its plans to modernise services and create a more efficient, effective and delivery focussed organisation. A major change management initiative to address this challenge was started in 2002, followed by implementation of an Objective electronic Records and Document Management (eRDM) solution.

Anne Moises, CIO, explains: "Information is our lifeblood. Placing continued emphasis on accessibility, accuracy, efficient storage and retrieval of information is key to securing sustainable improvements in the organisation's agility and effectiveness."

Organisation

Scottish Government

Industry

Public Sector

Benefits at a glance

- Increased transparency
- Improved public access to information
- Enhanced collaboration
- Improved corporate governance
- Reduction of costs
- Greater opportunities for flexible working practices

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Ben Plouviez
Head of Information Services
Scottish Government

Benefits Realised

The Objective solution is now integral to the way of working for over 95 per cent of staff, and is critical to the running of the Scottish Government’s business. Virtually all documents and records, whether retained electronically or on paper, are managed by Objective systems, and virtually all information, unless it is confidential or personal, is accessible by all employees.

“The implementation of the Objective eRDM system has enabled Scottish Government to achieve its goal of becoming more transparent and accessible to the public” continues Anne Moises. “Our staff can also work more collaboratively, find information when required, and we have reduced the duplication of information.”

The project has also delivered other benefits including:

- improved ability to ensure that the organisation retains ownership of information, rather than individuals
- improved corporate governance - in terms of both compliance with legislation and better risk assessment (based on more complete information)
- reduction in costs associated with storage of paper records
- improved opportunities for flexible working practices
- more robust and reliable disaster recovery for information and records
- provision of version control (including safeguards against alteration of records), automated facilities and the ability to introduce workflow.

Over the course of the project, the Scottish Government and Objective formed a close relationship. Ben Plouviez, Head of Information Services, sees this as key to ensuring that Scottish Government’s strategic requirements for information management and governance can be met. He explains: “We work very closely with Objective to see how we can continually improve the solution and derive benefit from it. The recent successful upgrade to the current version of Objective is part of that process. We are committed to long-term investment in improving information management and see our relationship with Objective as fundamental in this.”

The Future

This upgrade cements the Objective solution in Scottish Government’s infrastructure and creates the opportunity to progress information management practices by adding business applications, such as workflow and case management. Moving forward, Objective will support Scottish Government’s evolving information management requirements, including integrating further with line of business applications.

Objective

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