

## Integrated IT Solutions for E-Government

**North Tyneside Council choose DataSmart for FOI compliance:**

When NTC were looking for an electronic solution to the logging and tracking of information requests, it became clear in a short space of time that there were a number of vendors offering products. Most, however, were based around existing document management solutions or other tracking systems.

Of those that were written specifically for the task, many were expensive and heavy on IT resource. So, NTC were faced with the prospect of having to develop an in house solution, which whilst a long way from being ideal would at least be inline with the budget available.

NTC Information Management Officer, Sue Lax contacted i-file after attending a presentation of DataSmart earlier in the year at the North East Data Protection and Freedom of Information Forum. The attraction for Sue was the modularity of the DataSmart system:

**Request Manager/Web Logger Module**

for the logging and tracking of information requests.

**Image Manager Module** for capturing paper based and electronic records associated with a specific request and bringing on screen, secure, redaction and electronic archiving.

DataSmart's self configuring installation meant that there was no network downtime and DataSmart was available to users within a matter of minutes. Working with NTC's Information Systems team, i-file managed the installation, implementation and staff training.

i-file staff are also responsible for the ongoing support, as well as implementing the future product enhancements already planned by product developers, Sibilo (uk).

DataSmart has been developed over the last year and a half with a design council consisting of Information Managers within the Public Sector and NHS Trusts.

*"...because we only need the Request Manager Module features and not the document imaging element, we were able to implement a solution written to DCA specification and very specific to our needs for FOI, DPA and EIR - and within our budget.*

*As a council it is our ambition to work not just within the law of FOI but also within the spirit of the legislation. I am sure that this system will greatly assist us in meeting our obligations under the Act and generally support our approach to openness and transparency."*

**Sue Lax**  
Information Management Officer  
North Tyneside Council

i-file managed the project, from initial specification, installation, training and are responsible for ongoing support. Director, Neil Redman says :

*"DataSmart has been designed by Information Managers within the Public Sector and NHS Trusts over the last year and a half and this is now paying dividends with uptake increasing. Whether it be down to the need to integrate with existing applications or tight financial restrictions, the modular build of DataSmart certainly seems to be of interest to many in the Public Sector."*

For more details contact:

**i-file** | 01772 622888  
datasmart@i-file.co.uk

**Sue Lax** | 0191 200 1313