

Integrated IT Solutions for E-Government

London Borough of Southwark turn to i-file for a "host" of reasons:

We have all known for some time that we in the public sector have had to prepare for the full implementation of Freedom of Information Act 2000. At LBOS we had achieved the necessary milestones, implemented staff training schedules and completed many of the other processes in preparation for compliance in time for January 2005.

We then turned our attention to sourcing a technology solution to the logging and tracking of information requests which ideally would allow us to handle Subject Access Requests under the Data Protection Act 1998 and requests for information under the Environmental Information Regulations 1999.

In addition, as we had embarked on a borough wide roll out of SAP our ICT resource was stretched and understandably they were not keen to take on further support of additional application software if at all possible. We also had to find a solution which met the budget allocated which included everything, hardware, software, installation, training and support etc.

It was not as easy as you might imagine to find a partner who was prepared to find a way of meeting our needs, whilst working within our financial constraints. Meetings and presentations were held with potential suppliers, some of whom were able to meet some of our requirements but only **i-file** working in conjunction with their technology partner **Sibilo (uk)** were able to satisfy all the criterion.

Their solution was to facilitate the hosting of DataSmart Request Manager which allows LBOS to be compliant with all three acts. The hosting is done on an HP ProLiant server using Telecity plc's UK backbone internet connection located at the Science Park in Manchester.

"DataSmart proved to be the ideal solution... and the secure hosting service went down well with our ICT colleagues."

"We now have eight members of staff fully trained to log and track requests via a secure high speed internet connection, using XP Terminal Services – and all within budget!"

Rachel Alexander
Records Manager
LBOS

i-file managed the project, from initial specification, through installation, to 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 certainly now paying dividends with uptake increasing. The hosting service is one we believe will be of interest to many as much larger long term EDRMS and CRMS projects within the Public Sector continue to absorb ICT resource."

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document technology at work...