



Implementing ERM in DTI

Stuart Orr

Presentation to DPC Forum
The National Archives

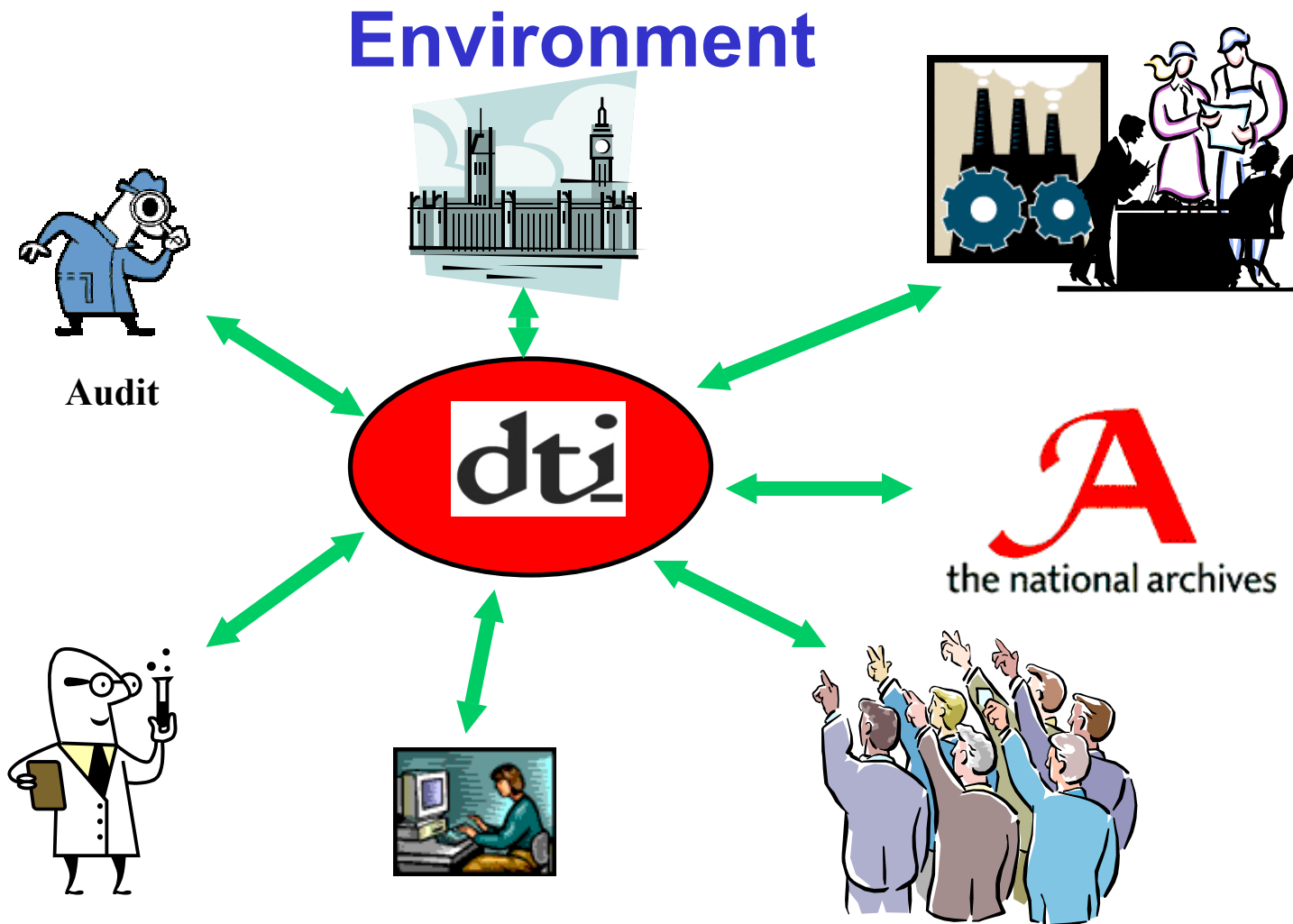
24 September 2003

DTI's Business Aims

The Department of Trade and Industry (DTI) has the clear aim of generating wealth for everyone in the UK by helping people and businesses to become more productive and more successful.

DTI sets the policies, promotes the best practice and delivers practical solutions to achieve long term prosperity for all.

DTI promotes UK business at home and overseas, invests in the UK science and technology base, protects the rights of working people and consumers and works for fair markets in UK and internationally.



The Problem ...

Where is the
info on ...?

How will I know where
it is when he's away?

I know where it is!
It's somewhere in my ...
P:\ (or G:\ or Outlook folder,
or in the filing cabinet)



What DTI wants to do

- ✚ Focus on customer delivery
- ✚ Communicate better
- ✚ More project-based working
- ✚ Work across boundaries
- ✚ Share knowledge and information

The Vision ...

Internal Support
HR, KM, Fi

Court Records

**Business
Relationship
Managers**

PQ

Research

Information flows

Regu

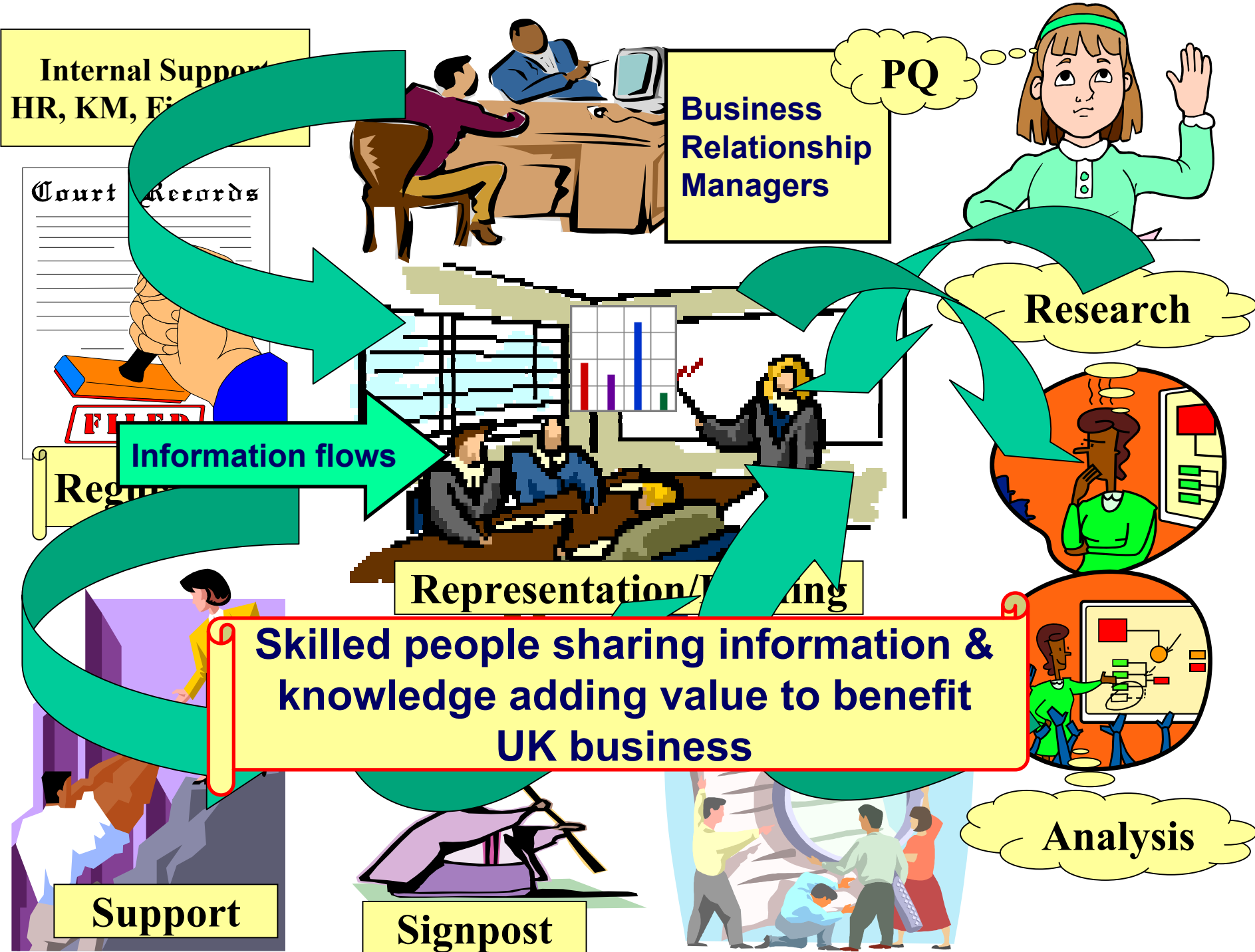
Representation/Training

**Skilled people sharing information &
knowledge adding value to benefit
UK business**

Support

Signpost

Analysis



The Tension

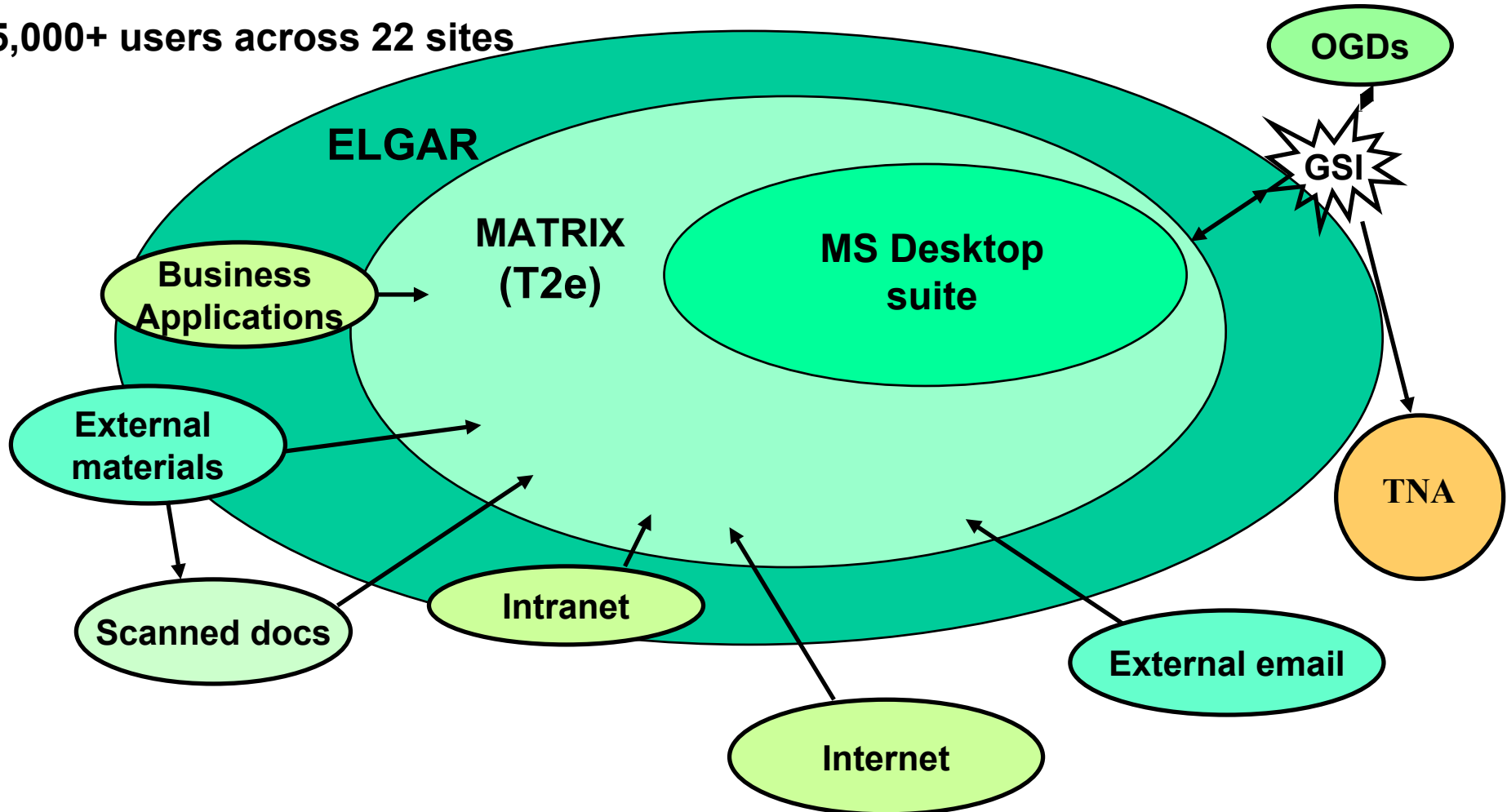


What did we do?



What is MATRIX?

5,000+ users across 22 sites



Prime Components T2e - Records

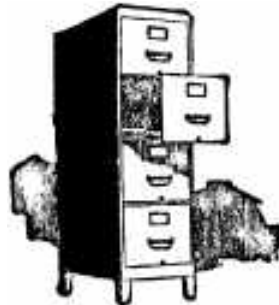
TopDrawer =



TRIM =



IDM =



**Tower
Software**

**Tower
Technology**

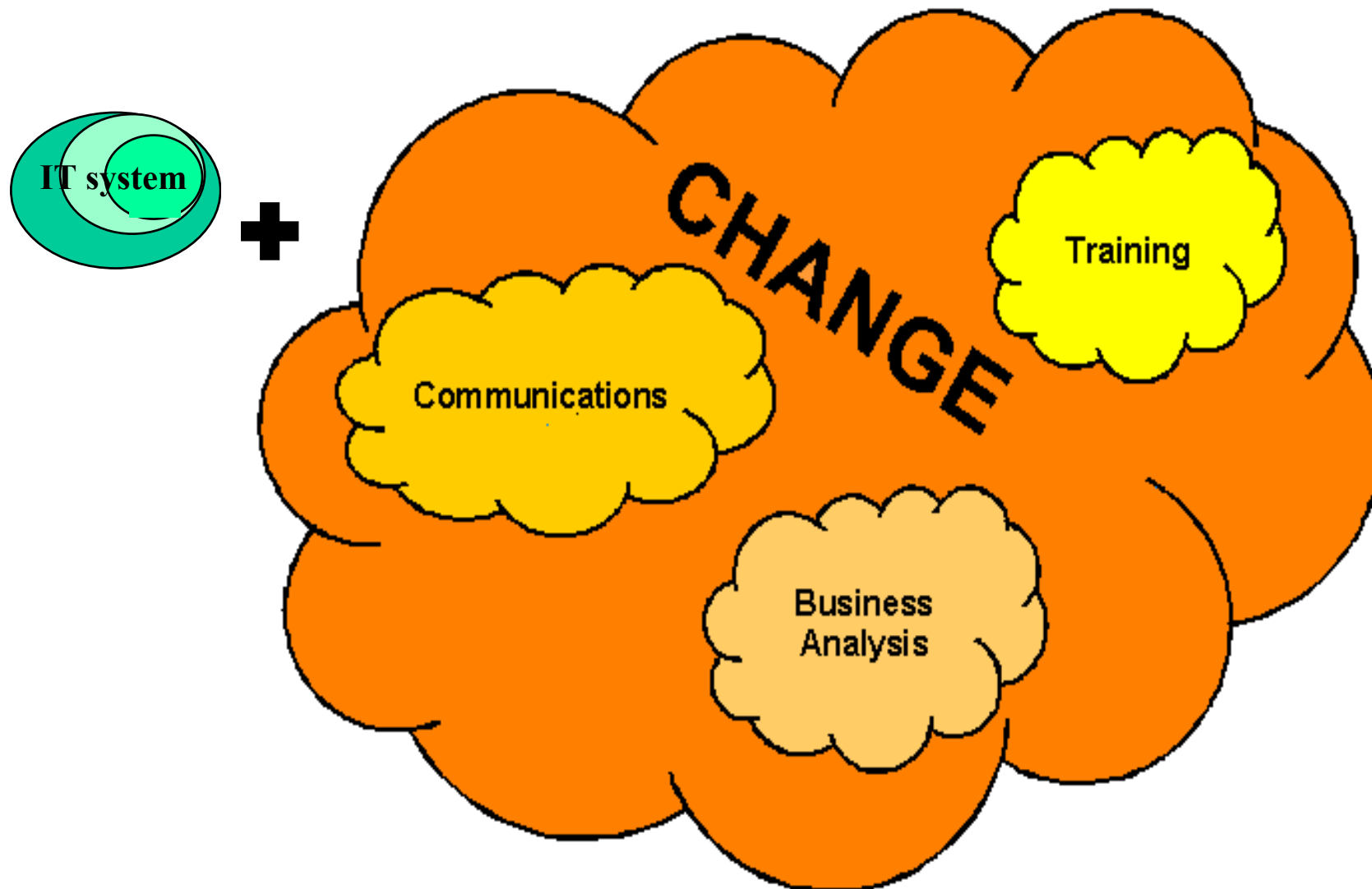
What we expect MATRIX to do

- ✚ Provide a comprehensive shared information base
- ✚ Support collaborative working
- ✚ Help develop new skills
- ✚ Save time through faster access to information
- ✚ Support DTI in meeting FoI/DPA responsibilities
- ✚ Meet government targets – foundation for e-government

MATRIX will not

- ✚ Introduce the paperless office
- ✚ Replace all Registered Files
- ✚ Be a quick fix
- ✚ Be successful without investment of effort and resource

What MATRIX really is



Communicate

- ✚ Target your messages
- ✚ Cascade
- ✚ Exploit opportunities
- ✚ Network
- ✚ Collect and share good stories

Training



- + Information Managers trained first to support implementation and steady state.
- + IM training for all users (1/2 day)
- + Process & skills training (1 day)
- + Refresher training available
- + Induction courses
- + Involve users in development
- + Training admin!

Enablers

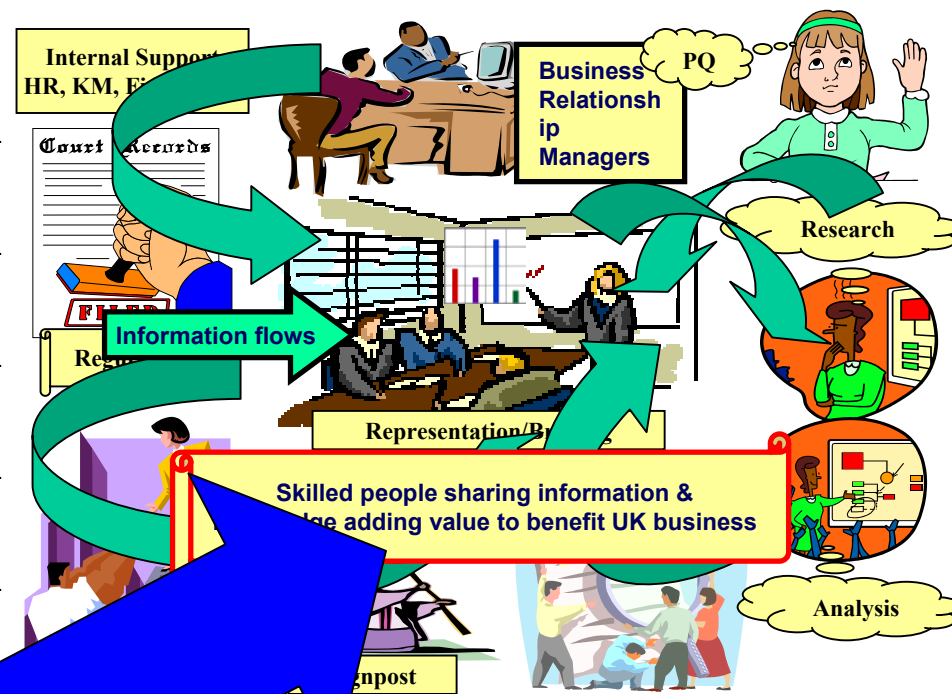
More for less – faster smarter

Research needs

Customer demands

Technical capability

Corporate governance



Barriers

Resources – time, cost etc

Habits & Attitudes

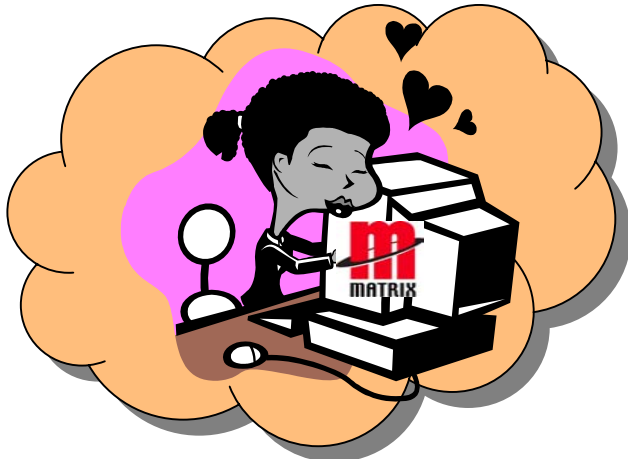
Leadership

Lack of IM skills

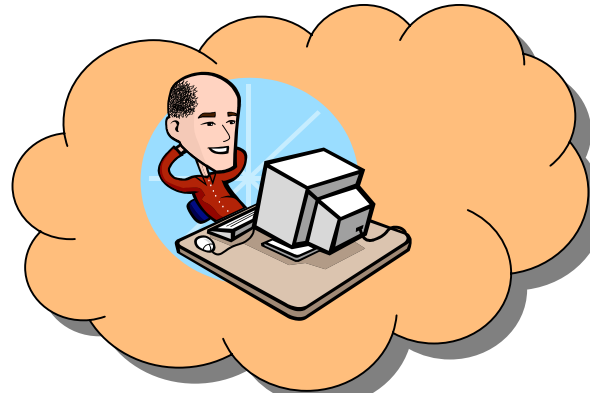
Technical concerns



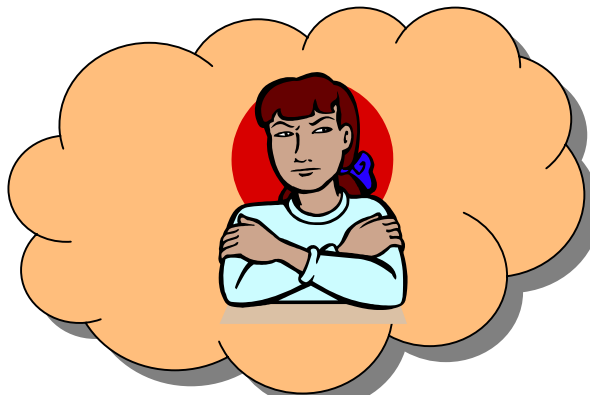
Response to Change



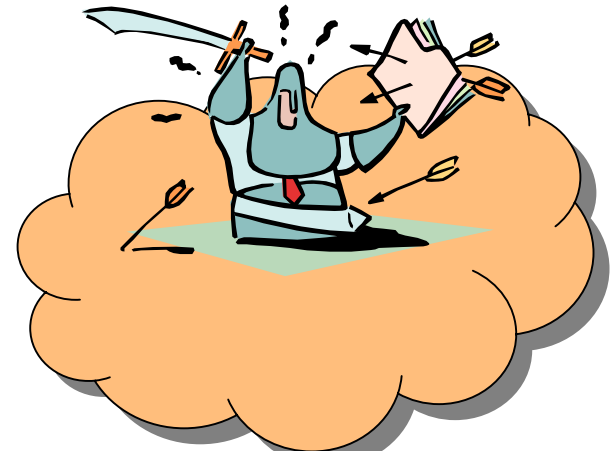
Acceptance



Indifference

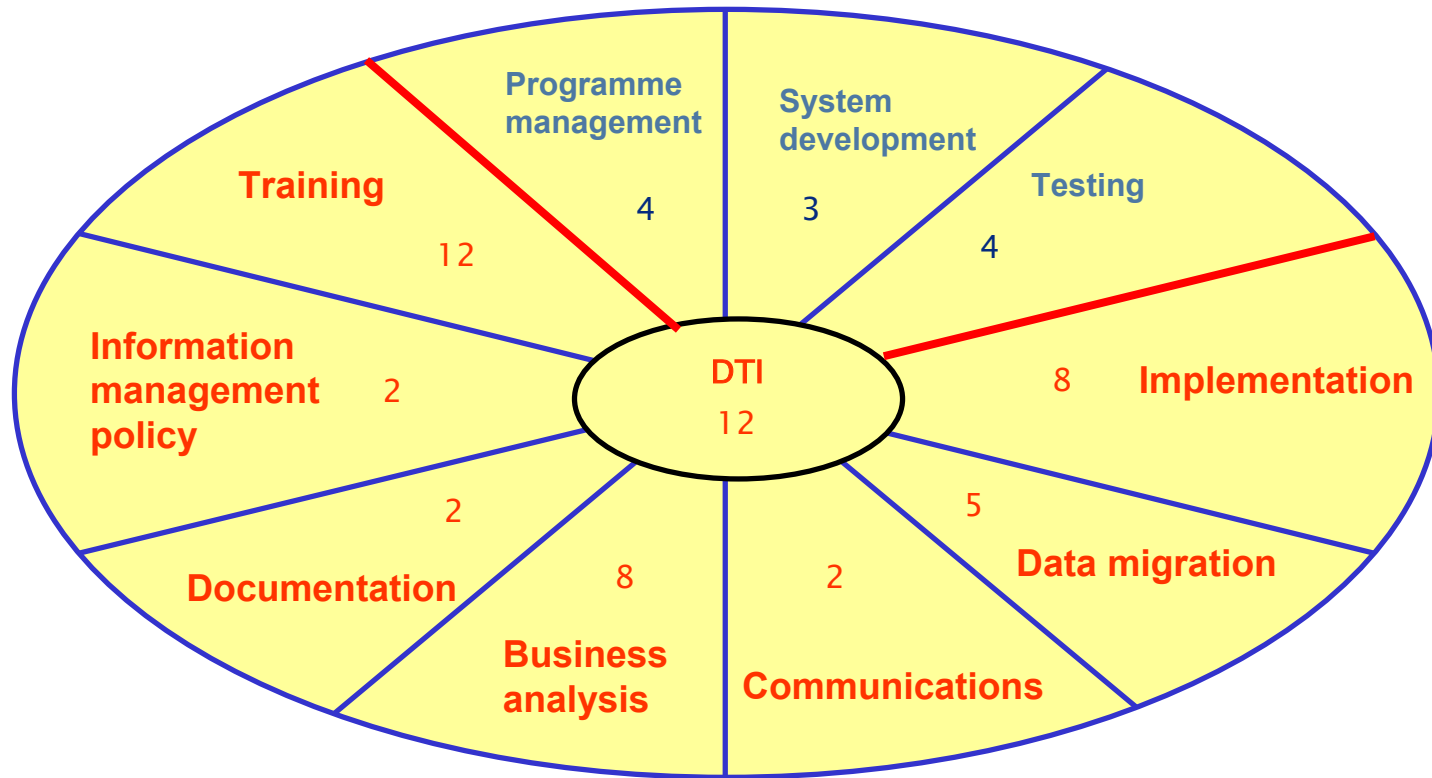


**Passive
Resistance**



**Active
Resistance**

Workstreams



Red = Change management

Total team approx. 60

IM Principles

**Information is
a corporate
resource**

**Comply with statutory &
regulatory requirements**

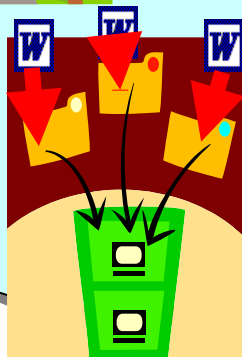
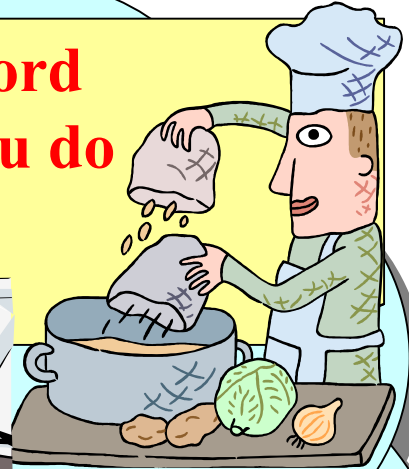
**Make sure
it's accurate and
fit for purpose**

**Keep a record
of what you do**

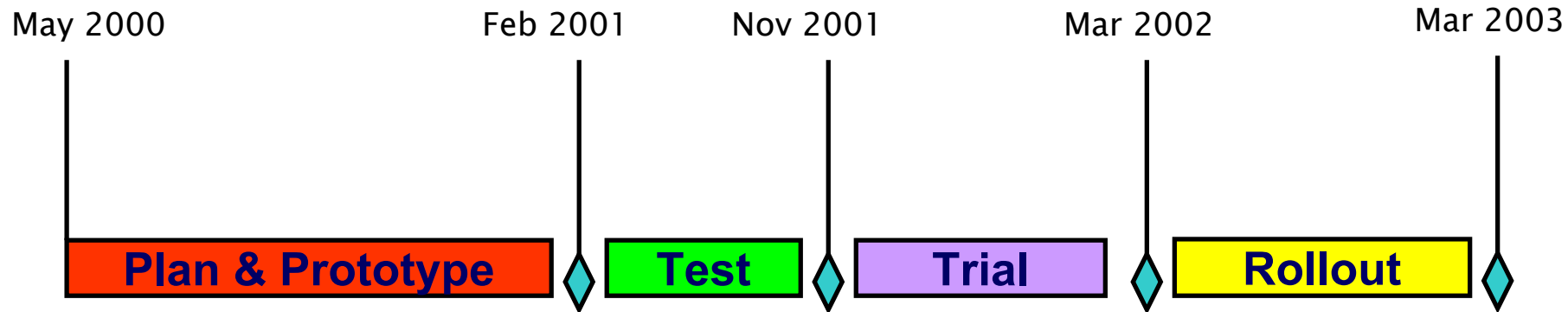
**You're
responsible**

Share it ... 
Unless ... 

**Use consistent
corporate
approach to IM**

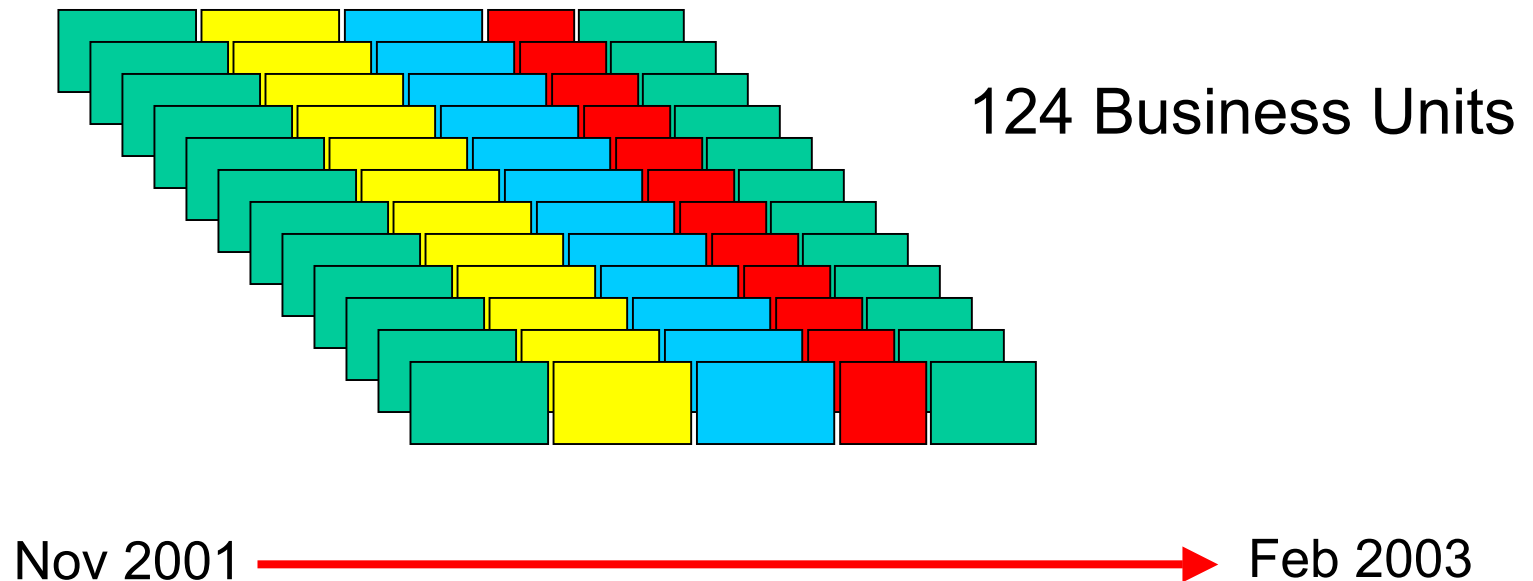
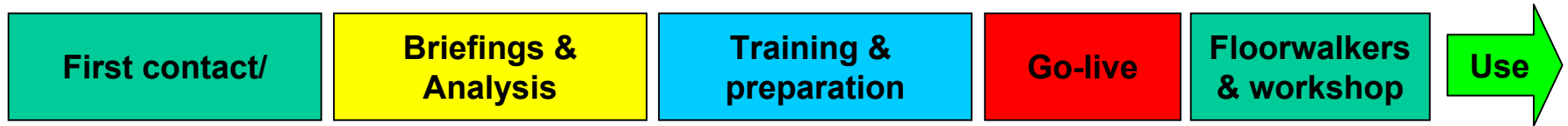


Step by Step Approach



◆ Phase decision points

Sequential rollout



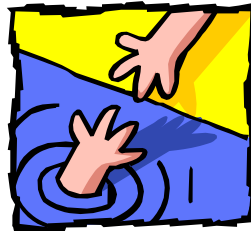
Community of Practice

What is it about?

- Sharing information, knowledge and ideas with colleagues across DTI and elsewhere



- Helping each other



- Changing the way we work so that good practice becomes common practice



Where we Are?

September 2003

- 5,000 + Users
- >715,000 documents added to system

Long-term Preservation?



stuart.orr@dti.gsi.gov.uk