Implementing ERM in DTI

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Presentation to DPC Forum
The National Archives

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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.
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Environment

Audit

dti

A
the national archives
The Problem …
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Where is the info on …?

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

How will I know where it is when he’s away?
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What DTI wants to do

- Focus on customer delivery
- Communicate better
- More project-based working
- Work across boundaries
- Share knowledge and information
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The Vision ...
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Regulation
Policy
Research
Analysis

Business Relationship Managers

Internal Support
HR, KM, Finance

Court Records
Reg

Information flows

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

Support
Signpost

PQ

Research

Analysis
Implementing ERM

The Tension

Empowerment

Control

Matrix
What did we do?
Implementing ERM
Implementing ERM

What is MATRIX?

5,000+ users across 22 sites

ELGAR

MATRIX (T2e)

MS Desktop suite

OGDs

GSI

TNA

Business Applications

External materials

Scanned docs

Intranet

Internet

External email
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**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
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**MATRIX will not**

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

IT system + CHANGE

Communications

Training

Business Analysis
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

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Response to Change

Acceptance

Indifference

Passive Resistance

Active Resistance
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Workstreams

- Training: 12
- Programme management: 4
- System development: 3
- Testing: 4
- Implementation: 8
- Data migration: 5
- Documentation: 2
- Business analysis: 8
- Information management policy: 2
- DTI: 12

Red = Change management

Total team approx. 60
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Information is a corporate resource

IM Principles

Comply with statutory & regulatory requirements

Make sure it’s accurate and fit for purpose

You’re responsible

Keep a record of what you do

Use consistent corporate approach to IM

Share it … Unless …
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Step by Step Approach

May 2000
Plan & Prototype

Feb 2001
Test

Nov 2001
Trial

Mar 2002
Rollout

Mar 2003

Phase decision points
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Sequential rollout

First contact/
Briefings & Analysis
Training & preparation
Go-live
Floorwalkers & workshop
Use

124 Business Units

Nov 2001 → Feb 2003
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?