INTEGRATED INFORMATION MANAGEMENT FOR LOCAL GOVERNMENT

Innovative document
and record management
for all public
authorities

WISDOM INTERFACE

WISDOM POWERED BY MICROSOFT SHAREPOINT

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In today's digital economy, local governments are recognising a need to integrate their systems and applications across their organisation.

New technology and changing requirements mean that over time the information management in a large establishment can become disparate and outdated, or simply lose touch with requirements.

Electronic Information

The electronic delivery of services to business and the citizen will produce electronic records as evidence of individual transactions; this evidence will need to be retained and maintained over the medium to long term as records which can demonstrate accountability and preserve reliable access.

The replacement of manual and paper-based processes with electronic processes in government administration will generate electronic records as evidence in policy-making, casework and service delivery areas.
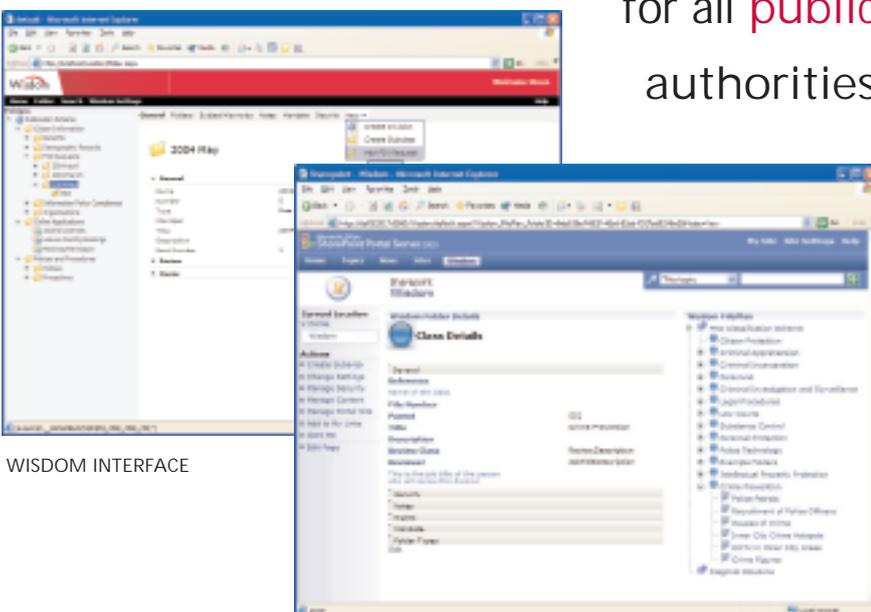
The Wisdom® Solution

Wisdom is a content and records management portfolio tool. It provides an integrated solution for all aspects of information management.

The system can be configured to specific requirements and allows for the effective management of information.

- Any type of information can be mapped to the publication scheme
- Staff have secure access to restricted information
- Retention and disposal of records can be automated, ensuring adherence to legislation and best practice guidelines

Wisdom enables the indexing of any data, whether paper-based or electronic, and allows instant online access.

Government Gateway

Wisdom is seamlessly integrated with Microsoft® technologies enabling users of varying levels of knowledge and expertise to make use of the application in a way which is meaningful to their roles. Nowhere is this better demonstrated than when used with Microsoft Office and Microsoft SharePoint®.

Users can create documents, collaborate with Team members, record and retain and even publish to websites - all within the Microsoft applications they know and love. This helps significantly to reduce the impact on cultural change and the imposition caused by compliance.

The Enterprise Workflow in Wisdom enables business processes across the organisation to be managed, deliver greater efficiencies, in-line with the Gershon recommendations. The Wisdom Workflow comes with many pre-built Workflow processes and interaction with a number of local government back office applications. It also has pre-built accelerator for Microsoft Content Management Server 2002.

The Wisdom Advanced Workflow and Integration Engine allows complex business processes to be automated within Wisdom and provides integration capabilities beyond those offered by the standard interfaces.

With this engine it is also possible to interface to applications such as SAP, JD Edwards, Oracle Financials, PeopleSoft and Siebel with prebuilt adapters. This engine can also provide industry standard transaction sets, such as HL7 for the NHS, EDI and RosettaNet.

This technology, coupled with our involvement in the creation of the Government Gateway, means that any authority that has implemented Wisdom will be able to transact seamlessly and easily with the Gateway as suitable services are introduced.

National Archives Approval

Organisations are increasingly recognising that integrating unstructured data in a structured environment provides significant benefits in terms of improved customer service, increased business efficiencies and compliance with statute.

Wisdom is approved by The National Archives as meeting their 2002 Electronic Document and Records Management specification.

The National Archives provides advice and guidance to records managers across central government, and is committed to meeting government targets for the handling of electronic records.

Freedom of Information

One of the aims of the Freedom of Information Act is that public authorities should be clear and proactive about the information they make available to the public.

The Act requires all public authorities to produce publication schemes, setting out what information they will make available, and when and how it will be done. The Wisdom Solution makes these questions much easier to answer.

Any type of information asset can be mapped to areas of the file plan. Electronic documents – be they scanned images, Microsoft Word documents, e-mails, or any other type of file – can be displayed and modified directly.

Importantly for Freedom of Information, paper records can also be managed by Wisdom and mapped to the file plan, providing the ability to create hybrid folders that identify all assets relative to a given topic.

Additionally, the paper file management system includes the ability to request files, maintain an audit trail, identify the current location, and manage the distribution of files in the file stores.

Modernising Government Agenda

Our software designers have considered the ways in which you and your citizens interact and the organisational issues to consider, when leading your council and its people through the changes they will have to make to exploit e-Government to the full.

Taken together, they can help you to think through the whole process of planning, designing and building your local e-Government organisation.

Access channels
- Local service websites
- Specialist portals and UK Online

Trust & connections
- Joining up
- Encryption & digital signatures
- Government Gateway
- Legal Framework
- Security
- Smart cards

Core systems
- Office systems

Enablers
- Customer relationship management
- Knowledge management
- Mobile technology and teleworking
- Intranet/extranet
- Document imaging & workflow