North Tyneside Council

Freedom of Information Request FOI1379

Request:

1. Has your authority implemented an Electronic Document & Record Management System (EDRMS) solution?
2. If YES:

   a. Is the EDRMS a corporate solution or does it cover specific business areas?
   b. Is the EDRMS an in-house/internal development or provided by a 3rd party?
   c. If provided by a 3rd party, please confirm the name and vendor of the solution
   d. What is the annual cost of the EDRMS? Please can you split this into capital and revenue (i.e. set up cost and then ongoing costs of running the EDRMS)
   e. When did implementation of the EDRMS commence?
   f. How long did implementation of the EDRMS take (what date did the system go live)? If the system has not yet gone live, when is it scheduled to go live?
   g. Please confirm how many people were in the implementation project team and their roles in the team
   h. What was the project budget / estimated spend on implementation of the EDRMS?
   i. How is the EDRMS structured, for example by business area, business process, business function, etc.?
   j. Approximately how many documents are held/managed within your EDRMS solution?
   k. How are documents classified within the EDRMS, for example do you use the Local Government Scheme of Classification?
   l. What system of document naming convention does your EDRMS use?
   m. Does the EDRMS manage the creation of new documents linked to business processes / business areas?
   n. Does the EDRMS integrate with other line of business applications?
   o. Does your EDRMS solution also manage physical/paper records?
   p. How did you cleanse/process information held on file shares etc. prior to migration to your EDRMS solution?

3. If NO:

   a. How does your authority manage electronic documents, particularly those held within file shares?

4. Please provide a copy of your Authority's Information Management / Information Governance Strategy

Submitted on 21/06/19.

Response:

1. Has your authority implemented an Electronic Document & Record Management System (EDRMS) solution?

Yes

2. If YES:

   a. Is the EDRMS a corporate solution or does it cover specific business areas?

It is a corporate solution, though some specialist areas have specific additional solutions

   b. Is the EDRMS an in-house/internal development or provided by a 3rd party?

3rd party in all cases

   c. If provided by a 3rd party, please confirm the name and vendor of the solution

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The current solution was provided by Engie under the overall outsourcing agreement

    d. What is the annual cost of the EDRMS? Please can you split this into capital and revenue (i.e. set up cost and then ongoing costs of running the EDRMS)

The inital capital set up costs were £3.156m. The council outsourced a number of its central "back office" services to Engie under a long term contract that commenced 1 November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie, which is a private company and as such is exempt from the provisions of the Freedom of Information Act. The information requested is not the Council's information.

    e. When did implementation of the EDRMS commence?

The implementation began in November 2013

    f. How long did implementation of the EDRMS take (what date did the system go live)? If the system has not yet gone live, when is it scheduled to go live?

the first service areas went live in April 2014

    g. Please confirm how many people were in the implementation project team and their roles in the team

Please see previous request: https://www.whatdotheyknow.com/request/edrms_2#incoming-854952

    h. What was the project budget / estimated spend on implementation of the EDRMS?

The Capital Project budget was £3.321m

    i. How is the EDRMS structured, for example by business area, business process, business function, etc.?

Current EDRMS is based on business area. The replacement will be based on business function (Local Government Classification Scheme)

    j. Approximately how many documents are held/managed within your EDRMS solution?

537440 documents. 226670 emails

    k. How are documents classified within the EDRMS, for example do you use the Local Government Scheme of Classification?

the documents are not classified

    l. What system of document naming convention does your EDRMS use?

there is no naming convention

    m. Does the EDRMS manage the creation of new documents linked to business processes / business areas?

No

    n. Does the EDRMS integrate with other line of business applications?

No

    o. Does your EDRMS solution also manage physical/paper records?

No. The records management module is capable of this, but this functionality is not used

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 p. How did you cleanse/process information held on file shares etc. prior to migration to your EDRMS solution?

It was the responsibility of individual staff to cleanse/process this information based on the Authority's retention guidelines.

 3. If NO:

 a. How does your authority manage electronic documents, particularly those held within file shares?

N/A

 4. Please provide a copy of your Authority's Information Management / Information Governance Strategy

See Attached - Information management Strategy 2017 - 2020 v2 final