SCC Approach to Information Management and Informatics

Author:	Chris Bally
Date Published:	November, 2016
Document ID:	ICT-TOR-13
Version:	Version 3.0
File Location:	Published to www.suffolk.gov.uk

Change History

Version / Issue No	Date	Author	Summary of Changes
1.0	23/06/2016	Alastair Macartney	Final edit prior to circulation to CIGB and consultees
2.0	25/07/2016	Alastair Macartney	Baselined a v2.0 for consultation
3.0	21/10/2016	Alastair Macartney	Baselined for publication to suffolk.gov.uk

Authorisation (Responsible Owner)

Role	Name	Approval Date
Head of Performance and Information Management	Peter Knight	14/09/2016

Approval (Accountable Owner)

Role	Name	Approval Date
Senior Information Risk Owner (SIRO)	Chris Bally	21/10/2016

Peer Review (Consulted)

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Distribution List - Once authorised (Informed)

Name	Organisation
All Staff	Council

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Glossary

ACS	Adult & Community Services directorate (SCC)
BI	Business Intelligence
CIO	Chief Information Officer
CIAG	Clinical Information Assurance Group
CIGB	Corporate Information Governance Board
CITG	Corporate Information Transformation Group
CRM	Customer Relationship Management
CTO	Chief Technology Officer
CYP	Children & Young People's Services directorate (SCC)
DWP	Department for Work & Pensions
EMS	Education Management System
ESB	Enterprise Service Bus
ESE	Economy, Skills and Environment directorate of SCC
FOI	Freedom of Information
H&BI2	Health & Wellbeing Insight & Intelligence group
IAG	Information Architecture Group
IAM	Information Asset Manager
IAO	Information Asset Owner
IGWG	Information Governance Working Group (West Suffolk)
JSNA	Joint Strategic Needs Assessment
LSCB	Local Safeguarding Children's Board
N3	National Broadband Service for the NHS
NGC	Next Generation Computing board
ONS	Office for National Statistics
P&IM	Performance & Information Management team
PNN	Police National Network
PSN	Public Service Network
RM	Resource Management directorate (SCC)
SCC	Suffolk County Council
SCOLT	Suffolk Chief Officers' Leadership Team
SIF	Suffolk Information Forum
SIP	Suffolk Informatics Partnership
SIRO	Senior Information Risk Owner
SOA	Service Oriented Architecture
TCA	Transformation Challenge Award
YOS	Youth Offending Service

1 The purpose of this document

This document details the governance arrangements that Suffolk County Council has put in place to deal with the information, data and intelligence agenda.

Public services in Suffolk also collaborate in what's termed a **Suffolk System** approach and we also detail here how the County Council's arrangements dovetail into the wider Suffolk System governance framework.

The document provides a working definition for both information management and informatics and goes on to set the context for public services across Suffolk. The various Suffolk County Council bodies are described, along with key groups within the Suffolk System. We also look at the departmental bodies within SCC that deal with information management and governance. The County Council's knowledge and information hubs are described as well as reference to other departmental data teams.

2 Information Management and Informatics

2.1 Definition: Informatics

Informatics is the science of computer information systems. As an academic field it involves the practice of information processing, and the engineering of information systems. The field considers the interaction between humans and information alongside the construction of interfaces organisation, technology and system. It also develops its own conceptual and theoretical foundations and utilizes foundations developed in other fields. As such, the field of informatics has great breadth and encompasses many individual specializations including disciplines of computer science, information systems, information technology and statistics.

Since the advent of computers, individuals and organizations increasingly process information digitally. This has led to the study of informatics with computational, mathematical, biological, cognitive and social aspects, including study of the social impact of information technologies.

Health informatics[1] is informatics in a health care setting. It is a multidisciplinary field that uses health information technology (HIT) to improve health care via any combination of higher quality, higher efficiency (spurring lower cost and thus greater availability), and new opportunities.

The disciplines involved include information science, computer science, social science, behavioural science, management science, and others. It deals with the resources, devices, and methods required to optimize the acquisition, storage, retrieval, and use of information in health and biomedicine.

Health informatics tools include computers, clinical guidelines, formal medical terminologies, and information and communication systems. It is applied to the areas of nursing, clinical care, dentistry, pharmacy, public health, occupational therapy, physical therapy and (bio)medical research, and alternative medicine.

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[1] Also called **health care informatics**, **healthcare informatics**, **medical informatics**, **nursing informatics**, **clinical informatics** or **biomedical informatics**)

The purpose for including these definitions at the outset of this document is to demystify the term informatics. A lot of the work done in the wider public sector around information management, data analysis, analytics, etc. could equally be described as informatics.

3   Context: the public service landscape

The nature of public services in the UK is changing. To meet our financial challenges and deliver sustainable support for our communities we need something completely different – a step change. To make sure that means securing the best possible outcomes for Suffolk people and places, we need to work together across the public sector including re-setting the relationship between local and central government agencies.

The changes associated with the East Anglia Devolution Deal will see a new relationship between the County and District and Borough Councils across Suffolk and beyond. Aligned to this is the NHS Sustainability and Transformation Planning process. We are working closely with our partners in the Ipswich & East Suffolk, West Suffolk and Great Yarmouth & Waveney Clinical Commissioning Groups (CCGs) to produce a plan to make the national NHS 5-year forward view a real and live priority for Suffolk. Finally, we continue to work closely with the Police and Crime Commissioner and the Police on collaboration for 'blue light' services – the co-location of Police and Fire stations is just one aspect of this ongoing work. Overall, the relationship between health, government and public protection services will be fundamental to our work in the next 12 months and beyond.

This collaboration, and our shared public service delivery endeavours, rely on a robust, constructive and co-operative approach to information management across the organisations within the public sector. In discussing our approach to information management, we have separated our discussions into 3 separate but inter-related elements (illustrated in figure 1 on p7):

- Technology – each organisation in the system, including Suffolk County Council, has its own technology strategy and approach to technology. This reflects specific business needs and functions. Whilst recognising this, we also know that the information stored and managed by this technology is essential to good public service design and, so, working together on our technology strategies, adopting compatible technologies, creating shared technologies and facilitating access to systems are all common features of our future approach.
- Policies and Procedures – similarly, we all have tailored approaches to the policies and procedures which govern our information. This is influenced by the sector we work in, international and national legislation and guidance as well our local circumstances. Our policies and procedures need to ensure that we protect information where we need to, but increasingly move towards a more open approach to the management of our information.
- Use of information – finally, we will only reap the benefits of information if we use it to effectively design and manage public services. Understanding why something happens, what the evidence is behind the success or failure of an intervention, and where interventions should be targeted, is invaluable in terms of productivity, efficiency and effectiveness. By making better use of information held across the Suffolk system, we can provide better services to our people and communities.

This is the context to our approach to information management.

4 Suffolk Public Services Approach to Informatics

The approach to informatics across the Suffolk System is developing as an area. At present, health informatics is more defined than for other public services; the Commissioner/Provider split in this area having led to more monitoring of cost and activity (for example looking at the cost per surgical operation etc.). Local government has some of this information as part of its Business Intelligence functions, with Police analysis of crime statistics and profiling also being advanced.

By working together as a system across public services in Suffolk, we are looking to bring together approaches on the use of information whilst recognising that individual organisations will need to govern the information they own (such as PSN, N3 and PNN).

A steering group for this work was formed to set the direction for the future landscape. It was comprised of the following people and roles:

Abdul Razaq	Director of Public Health	Suffolk County Council	Responsible for JSNA and chairs Suffolk Information Forum (SIF2.0)
Ian Gallin	Chief Executive	West Suffolk Councils	SCOLT[2] Lead on Information, Intelligence and Insight and chairs SIF2.0
Anna Crispe	Head of Knowledge and Intelligence, Public Health	Suffolk County Council	System Lead on SIF 2.0
Kate Walker	Chief Information Officer	Ipswich & East/ West Suffolk CCGs	System Lead on Health Informatics
Amanda Lyes	Director of Corporate Services	Ipswich & East/ West Suffolk CCGs	Chairs Suffolk Informatics Partnership
Chris Bally	Assistant Chief Executive	Suffolk County Council	SCC SIRO – Policy Lead for Suffolk Leaders
Paul Doe	Chief Technology Officer	Suffolk County Council	CTO SCC
Liz Barnard	Policy Lead	West Suffolk Councils	Information Management lead, West Suffolk
Gemma Stannard	Head of Information Services	Suffolk & Norfolk Constabulary	Criminal justice information lead
Peter Knight	Head of Performance & Information Management	Suffolk County Council	Information Policy Lead - SCC

Figure 1 below is a schematic which has been devised to explain how the Suffolk System is looking to develop its approach to information management bringing together technology, policy and procedures and the use of information.

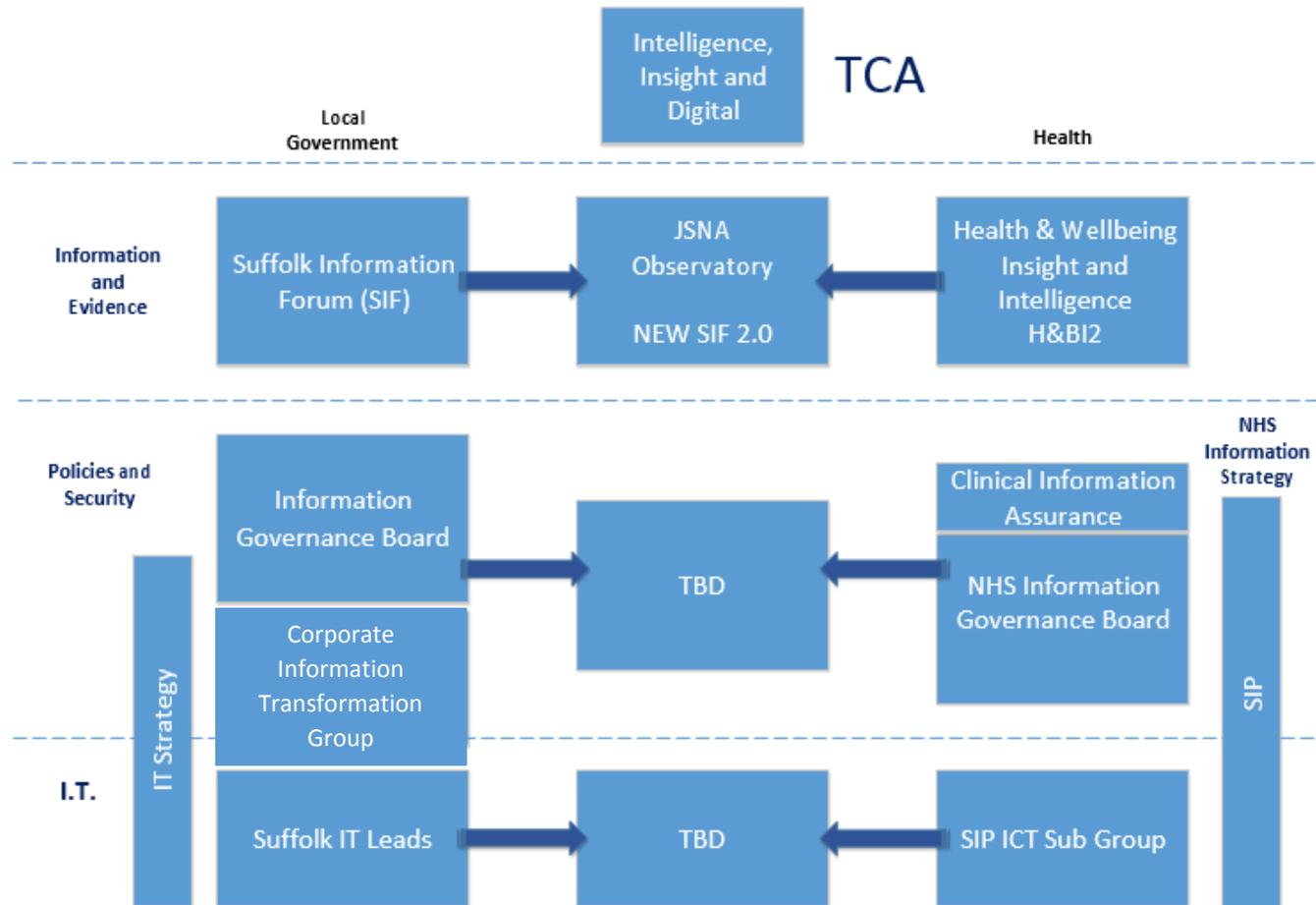[2] Suffolk Chief Officers Leadership Team

Figure 1 – the emerging Suffolk information governance framework

4.1 Suffolk County Council approach

The County Council's arrangements around information management and data, intelligence and insight are evolving in the light of the wider changes in the local and national landscape. However, what is clear is the governance framework to support SCC's approach, which is summarised in Figure 2 below. The following sections provide an overview of the elements of the governance framework. Further details are also found in the appendices at the end of this document.

In the same way as explained for the Suffolk System, the key functions of the bodies (explained later in the document) cover:
- Technology (Next Generation Computing Board) – attended by Service Leads and Technology Leads to set the route map and milestones around the delivery of technology to support the business of the county council;
- Policies and Procedures (Corporate Information Governance Board) – attended by representatives of Information 'owners' in the organisation to set the policy framework for the use of information in SCC;
- Use of Information (Corporate Information Transformation Group) – attended by those responsible for managing, presenting and using information in the organisation to develop arrangements for how the organisation uses the procedures and technology to produce intelligence

In addition, Children & Young People's Services (CYP) and Adult & Community Services (ACS) each have an Intelligence Hub, and the Public Health and Protection Knowledge & Intelligence Hub provides the corporate capacity around data analysis for the organisation. Further detail about the work of these teams is provided later in the document.

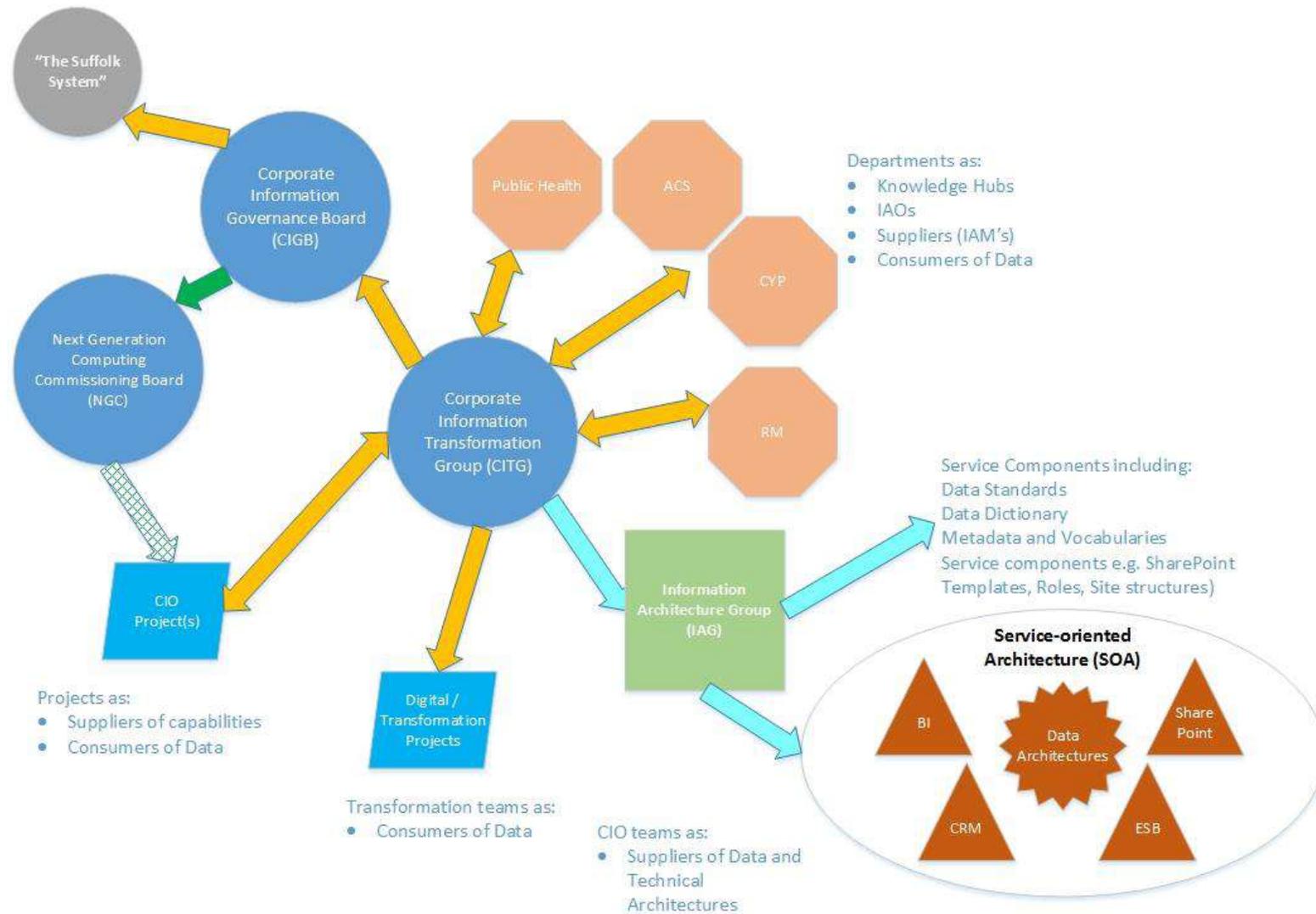Together, these arrangements form the basis of Suffolk County Council's governance of information.

Figure 2- SCC Information Governance framework

5   Suffolk System bodies

5.1   Suffolk Information Forum (SIF2.0)

Main contact - Anna Crispe, Suffolk County Council (Facilitator)

Co-chaired by Ian Gallin (Chief Executive, West Suffolk Councils) and the Director of Public Health, Suffolk, the purpose of the SIF2.0 is to improve the way in which data, intelligence and evidence are used across Suffolk in order to 'tell the story' of what is happening in our communities, and to provide new insight into how support can be provided in integrated and cost-effective ways. Key objectives are:

- Provide strategic direction for undertaking joint information and intelligence work across the Suffolk System, including prioritisation;
- Facilitate the join-up of resources to respond to work commissioned by the Suffolk System leadership, in particular, projects to support the Transformation Challenge Award workstreams;
- Act as a connector within the system, identifying synergies between organisations and work programmes, as well as barriers, enablers, gaps and duplication;
- Support the mapping and linking of analytical and research assets (both people and data) within the Suffolk System;
- Set the strategic direction for the Suffolk Observatory;
- Support the development of the joint strategic needs assessment (JSNA); and
- Monitor the use and effectiveness of information and evidence products across Suffolk.

The Group has a long history and so is based on strong working relationships between different parts of the system, but has recently been revitalised as SIF2.0. This reflects the renewed emphasis on data sharing and integrated working, brought about by the 'Suffolk-Wide Working' agenda and the drive for more integration of services throughout the Suffolk System.

5.2   Health & Wellbeing Insight & Intelligence Board (HWBI2)

This group is still to be established under the future Suffolk System governance arrangements for health and local government – it is intended that the functions of this group are closely aligned to SIF2.0.

5.3   NHS Information Governance Board

This group is still to be established under the future Suffolk System governance arrangements for health and local government.

5.4   Suffolk Informatics Partnership (SIP)

Main contact - Amanda Lyes, Ipswich East & West Suffolk CCGs (Chair)

The Suffolk Informatics Partnership exists to support the planning and delivery of health and care to the people of Suffolk by working together to coordinate fit for purpose and interoperable Infrastructure (ICT), electronic records systems (eHR) and information (BI). This strategically focussed delivery group will coordinate involvement from the most senior informatics leaders across commissioners and providers of health and care services in Suffolk.

5.5   Clinical Information Assurance Steering Group (CIAG)

Main Contact – Julie Baran (Suffolk Information Partnership)

CIAG is a sub-group of the Suffolk Informatics Partnership. It brings together clinical and professional communities across health and care settings within Suffolk who utilise digital records in the care of people, comprising organisations involved in the use of digital records and the sharing of patient/customer records and the processes involved with this. This includes, but is not limited to, the following:

- Clinical Commissioning Groups
- Ipswich and West Suffolk Hospitals
- Suffolk GP Federation
- Norfolk and Suffolk Foundation Trust
- Hospices
- Primary Care representatives
- Care UK
- SCC (ACS and CYP)

Specialists are involved where appropriate. The group:

- collaboratively focusses on best practice in the use of digital clinical information and how it is shared and processed within and between health and social care in Suffolk
- provides a forum for discussion of progress on issues
- provides a mechanism where problems can be discussed and solutions suggested for ratification at Suffolk Informatics Partnership group meetings
- ensures clinical assurance documentation and policies are standardised and in harmony between all parties involved in Health and Social Care in Suffolk with regard to clinical information assurance
- involves each Health and Social care organisation via a nominated representative and deputy who ensures actions are disseminated
- has specific responsibility regarding how patient/customer digital records are managed, processed and governed between organisations, including areas of consent and patient/customer documentation
- ensures compliance with the Data Protection Act 1998

5.6 SIP ICT subgroup

Main Contact – Julie Baran (Suffolk Information Partnership)

The ICT Sub Group of the Suffolk Informatics Partnership exists to support the planning and delivery of health and care to the people of Suffolk by working together to coordinate and implement fit for purpose and interoperable infrastructure (ICT). Membership includes representatives of SIP organisations.

5.7 Suffolk IT leads

Main Contact – Danny Hayman (Suffolk County Council)

This group comprises IT leads from the county, district and borough councils across Suffolk as well as representatives from Ipswich East and West Suffolk Clinical Commissioning Groups. The purpose of the Suffolk IT leads group is to promote joint working in IT across the county as well as sharing best practice in areas such as Cyber Security and Procurement, and explores any synergies with future IT roadmaps. The group also provides specialist knowledge to partners.

6 Suffolk County Council corporate bodies

6.1 Corporate Information Governance Board (CIGB)

Main Contact – Peter Knight (Facilitator)

The Corporate Information Governance Board is the owner of the council's Information Governance policies and procedures. The Board receives reports into breaches of confidentiality and security and, where appropriate, undertakes or recommends remedial action. It also promotes co-operation, information sharing and learning across council Directorates on all matters relating to Corporate Information Governance at work. Partner councils are also invited so that best practice can be shared.

The CIGB considers reports, information and new legislation from central government and the Information Commissioner's Office (ICO)[3]. The Board makes appropriate recommendations to the council's Corporate Management Team (CMT) and/or Directorate Management Teams (DMTs).

The Board oversees the council's Information Assets, ensuring that all assets (including business systems) have Information Asset Owners (IAOs). The CIGB also ensures that all Information Assets are risk assessed and protected with appropriate access controls.

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[3] Terms of Reference for this group are currently under review as per minutes of the IGB meeting 6th October 2015

6.2   Corporate Information Transformation Group (CITG)[4]

Main Contact – Alastair Macartney (Facilitator)

The CITG is a cross-directorate group that has defined tasks, roles, responsibilities and processes for supporting and promoting the effective use of Information, Business Intelligence (BI) and Data across the organisation.

The group is a decision-making and consultation body and reports into the Corporate Information Governance Board (CIGB). It is the conduit for applying organisational practice for information architecture and management standards.

6.3   Information Architecture Group (IAG)

Main Contacts – Philip Barbrook/Adele Rhodes Girling

The group works closely with the Corporate Information Transformation Group (CITG) and its purpose is to:
- provide corporate management of information standards for the organisation
- support the governance and quality of data across the Council
- be responsible for the information and data standards to be implemented on Council digital information systems

The IAG incorporates services including the Information Management Team, Enterprise Architecture and Information Security.

The group governs the quality of data across the council, under the auspices of the Head of Performance and Information Management and the Chief Technology Officer, individual Information Asset Owners and the managers of these assets.

6.4   Next Generation Computing Board (NGC)

Main contact – Matthew Harding (Facilitator)

The primary purpose of the NGC Board is to provide a cross-directorate forum for discussion, prioritisation and approval of major IT change proposals and to ensure appropriate benefits realisation. The Board also monitors the delivery of standard IT Service requests & will ensure that these requests are correctly prioritised.   It will bring the views of Assistant Directors, strategic commissioners and IT experts together in one forum for the benefit of ensuring that IT solutions are delivered corporately and support Council objectives.

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[4] This group was originally established as the Business Intelligence Competency Centre but has been renamed as the scope now extends beyond Business Intelligence to wider aspects of information management

7 SCC Information Governance bodies

7.1 Performance and Information Management (PIM) team

Main contact - Peter Knight (Head of Performance & Information Management)

The Head of Performance and Information Management (PIM) oversees the team that make decisions for our corporate information governance, and also links into the wider Suffolk System as we seek to integrate our information governance arrangements across the public sector. Officers manage information released under information legislations such as Subject Access Requests (SARs), Freedom of Information (FOI) and Environmental Information Requests EIRs) and provide information management and data protection advice to the organisation. The team also leads on corporate performance reporting, risk management and strategic consultation for the Council.

7.2 ACS Information Governance Board

Main contact – Sadie Cable (Facilitator)

Purpose
The Board acts as a focal point for all matters relating to information management for Adult & Community Services (ACS) - co-ordinating activities, implementing decisions, ensuring both national and corporate standards and guidelines are met, developing best practices and recommending action to the ACS Management Team as and when required.

The Board deals, in particular, with the following, as applied to ACS:

- Manual records management, including archiving
- Suffolk File Plan and its management (beyond the specific project relating to its implementation)
- 'Information Agents' network within the Directorate
- Electronic document and records management system development
- Freedom of Information - responses to and process for handling requests, guidance and advice
- Data Protection - responses to and process for handling requests, guidance and advice;
- Internet/intranet/extranet developments
- Information sharing/protocols
- E-mail management
- Information security
- Caldicott Guardian principles

Membership
- ACS Caldicott Guardian (Chair)
- Head of Quality & Improvement
- Manager, Financial Inclusion & Advice Service
- Manager, Suffolk Record Office

- County Manager, Home First
- Head of Adult Safeguarding
- Data Lead, ACS Systems Transformation
- Area Manager representative
- Head of Strategic Planning & Market Intelligence
- Head of Performance & Intelligence
- ACS Strategic Information Agent
- Development Manager, Libraries, Information & Culture
- CareFirst Development Manager
- Taurai Hove (Performance & Intelligence)
- Business Lead, ACS Systems Transformation

8 SCC Information and Knowledge hubs

As both suppliers and consumers of Council data, there are some key teams in the Council that use information and data to inform decision making for transformation, service design and operations, and work with the relevant information asset owners (IAOs) for their service areas.

8.1 Corporate Knowledge and Intelligence Hub

Main contact – Anna Crispe (Head of Knowledge & Intelligence)

This recently-formed Hub is based within Public Health Suffolk and has brought together the knowledge and expertise of SCC's epidemiologists, business development analysts, demographer, Suffolk Observatory Manager and Joint Strategic Needs Assessment (JSNA) Manager. This will enable the closer development and enhancement of both Observatory and JSNA products in the future.

The Hub uses a wide variety of public and restricted access data from a range of sources, to provide intelligence for the County Council and local authority partners, and to assist in the fulfilment of Public Health's statutory duty to support NHS Commissioners.

The Hub is also concerned with the analysis, development and communication of the evidence base for interventions, and promotes the use of the published academic and grey literature in way that is objective, and is of the highest quality in terms of technical approaches. This analysis of the evidence base, combined with the application of qualitative and quantitative data to Suffolk, is central to the rolling production of the JSNA for Suffolk, which in turn guides the strategy of the Joint Health and Wellbeing Board.

Through the work of the SIF2.0 group, the Hub will be focused on trying to develop new insight into pernicious problems in the Suffolk system, including those identified by the TCA pillars, through better co-ordination and integration of data and analysis.

8.2 ACS Insight & Intelligence Hub

Main contact – Roy Elmer (Head of Performance & Intelligence)
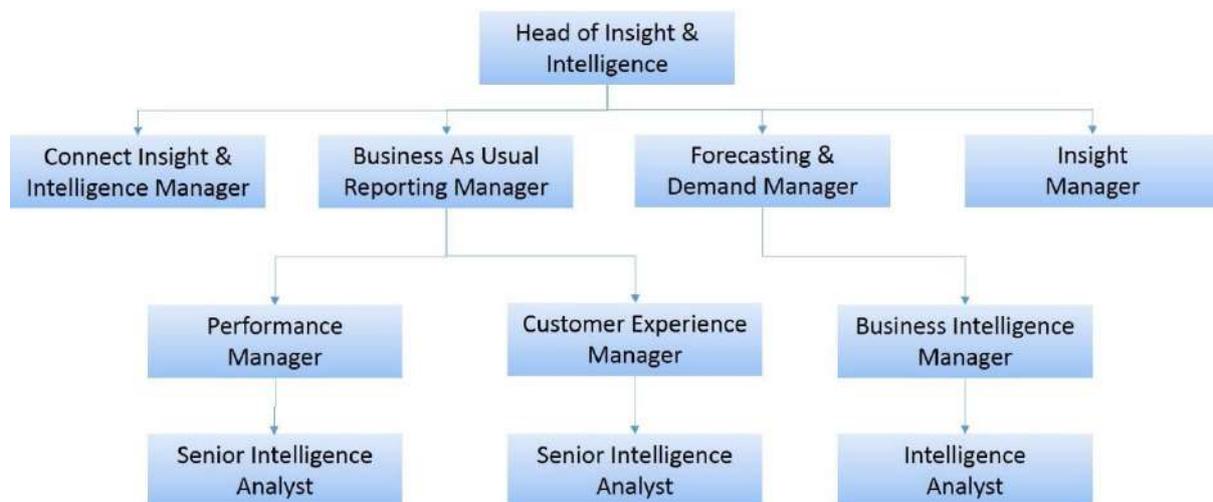
The hub is the single port of call for intelligence and analytics work within ACS. The function and purpose of the team is:

- to work with ACS and corporate colleagues on key projects and programmes, providing necessary data and intelligence, to support service improvement;
- to provide challenge as to whether evidence suggests that objectives are being delivered;
- to ensure systems and processes within ACS are fit for purpose and streamlined to be as efficient as possible, meet the needs of health integration aspirations and the Care Act, and ensure a focus on data quality;
- to meet statutory adult social care returns requirements, maximising opportunities associated with regional reporting and benchmarking;
- to enable teams and managers within ACS to take ownership of their own data and to self-serve where appropriate via Business Intelligence tools.

Key customers include:

- Managers and senior managers in ACS services
- Suffolk Safeguarding Adults Board
- ACS Management Team
- The wider Suffolk system and the SIF
- NHS Digital / Information Centre
- CYP
- Public Health

Structure of the Insight and Intelligence Hub

Head of Insight & Intelligence
- Connect Insight & Intelligence Manager
- Business As Usual Reporting Manager
  - Performance Manager
    - Senior Intelligence Analyst
  - Customer Experience Manager
    - Senior Intelligence Analyst
  - Business Intelligence Manager
    - Intelligence Analyst
- Forecasting & Demand Manager
- Insight Manager

8.3   CYP Intelligence Hub

Main contact – Alison Matthews (Head of Intelligence Hub)

The CYP intelligence Hub comprises of a multi-skilled team working in the areas of Health, Social Care, Education and Early Help and uses a broad spectrum of data of families' views and intelligence to produce reports, performance monitoring and predictive modelling to ensure families and

vulnerable children get the support they need by helping to ensure the best use of service resources across Suffolk.

The team draws on and manages data from a number of key directorate systems:

- CareFirst
- Guardian
- Profile
- EMS
- SystmOne
- eStart
- Careworks
- SIT Section 106 System
- Suffolk Family Focus Database

The team also draws on external sources such as the Office for National Statistics (ONS), Department for Work & Pensions (DWP) and Suffolk Constabulary.

The hub is responsible for both statutory reporting and data analysis to inform management decisions taken by, for example, CYP DMT, RPA Board and various Service Manager Groups.

The Intelligence Hub plays a key role in the transformation of services via engagement with various transformation programmes e.g. CareFirst and Early Help Transformation, School Transport, BI Tools and Service Transformation through Channel Shift (e.g. EMS Portal Programme).

Key customers include:

- All CYP Business Teams
- Local Safeguarding Children Board (LSCB)
- Public Health
- Resource Management
- Adult & Community Services (ACS)
- Youth Offending Service (YOS)

8.4   Customer Data & Insight Team

Main contact – Andy Jenner (Customer Data & Insight Manager)

SCC's Customer data and Insight team sits within the council's Customer Service and Digital Team. The team is responsible for producing insight and intelligence from customer-facing data sets such as:

- SCC's Customer Relationship Management (CRM) system
- Strategic County Council websites
- Corporate social media activity and related data
- Telephony data relating to the Customer Service Centre
- Customer Feedback
- Customer compliments and complaints

By getting a holistic view of the "customer voice", data-driven decisions can be made on process and service improvements to enhance customer service.

9 Other roles and bodies

9.1 Information Asset Owners

Suffolk realises that Information Assets are becoming increasingly crucial in the information and knowledge economy. With cloud technology making traditional computing infrastructures increasingly redundant, it is the Information Assets themselves that have a value, rather that the underlying technologies. Thus it's vitally important that Information Assets are effectively managed, maintained, shared appropriately and protected; hence we have introduced the standard function of an Information Asset Owner (IAO).

An Information Asset Owner should:

- be a senior/ responsible person involved in the running of the relevant business
- be accountable for the Information Asset, whether it is in digital or paper format
- receive briefings from the Information Management Service (IMS) when significant Information Management changes occur
- have appropriate resources and authority
- approve agreements on sharing information relating to the Information Asset

9.2 IAO delegates and Asset Managers

Within local government, Information Asset Owners should be senior enough to be accountable for assets and have appropriate authority within the organisation. The purist definition of the IAO role as set out by the government also includes some day-to-day activities relating to data. SCC realises that not all of these duties might be able to be discharged by the Information Asset Owner and so we have introduced the functions of **Information Asset Owner (Delegate)** and **Information Asset Manager**.

Information Asset Owner (Delegate)

The Information Asset Owner can delegate some (but not all) of their responsibilities to an Information Asset Owner (Delegate). The delegate owner should:

- be answerable to the Information Access Owner
- approve, monitor and minimise data transfers
- provide an annual report to the SIRO about the security, use and a justification for continued need for the Asset
- determine that users of the asset have the minimum possible access permissions to allow them to carry out their roles
- ensure registers of personal data held are compiled/maintained
- approve the retention mechanisms for paper and electronic records relating to the Information Asset
- ensure all risk decisions are in line with directorate risk management policy
- consider annually whether better use can be made of the asset

Information Asset Managers (IAM)

An Information Asset Manager should be someone who manages the Information asset on a day-to-day-basis. They should:

- be someone who manages the Information Asset on a day to day basis.
- be involved in the running of the relevant business
- be responsible for the day to day management of the Information Asset
- undertake and pass relevant Information Management courses at least annually
- ensure the security risks to the asset are assessed (at least quarterly)
- maintain a log of access requests made of the information
- understand what information is held, added and removed
- understand who has access to the Information Asset, and why they have access
- ensure compliance with Data Protection Act with respect to the asset they manage
- include in the FOI Scheme if it's in the public interest to share the information

9.3   West Suffolk Information Governance Working Group (IGWG)

Main contact – Alex Wilson (SIRO and Chair)

The West Suffolk Information Governance Working group supports the West Suffolk Councils' SIRO and consists of representatives from Policy, Legal, ICT, Audit and Learning and Development. It consists of representatives of the various business areas of West Suffolk with responsibility for the proper handling of information across St Edmundsbury and Forest Heath councils.