

1 July 2019  
Our ref: 5409228

Thank you for your request received on 21 June 2019, for the following information:

**Please can I request the following from you under the Freedom of Information act.**

**Please see below:**

- 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**

We have processed this request under the Freedom of Information Act 2000.

## **Response**

I am writing to inform you that we have searched our records and although we hold some of the information requested, some is not held by London Borough of Barnet.

We have provided answers to your request below showing where we do not hold the information requested.

### ***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?***

There is a corporate solution but also some local EDRMS systems

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

3<sup>rd</sup> party

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

Corporate solution is Microsoft SharePoint

### ***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)***

£526k capital project implementation. Revenue costs are included in the overall Microsoft licensing agreement as on-going revenue expenditure, this is not broken out into specific product expenditure.

### ***e. When did implementation of the EDRMS commence?***

August 2017 began a pilot to 4 service areas and 130 users

### ***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 system is being implemented in a phased approach; The pilot phase completed in August 2018 and the current phase 1 is on-going which is rolling out to a further 300 users across 15 service teams

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

This has fluctuated during the lifecycle of the project. There has been a project manager. The pilot was rolled out in partnership with a 3<sup>rd</sup> party company. Phase 1

was being resourced by one project manager and a developer. The current project is paused whilst resource allocation is reviewed.

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

£583k

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

Business area

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

circa 22K

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

Local government classification scheme

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

N/A

***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

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

Project team liaised with subject matter experts within services

***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

## **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

## **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

## **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.