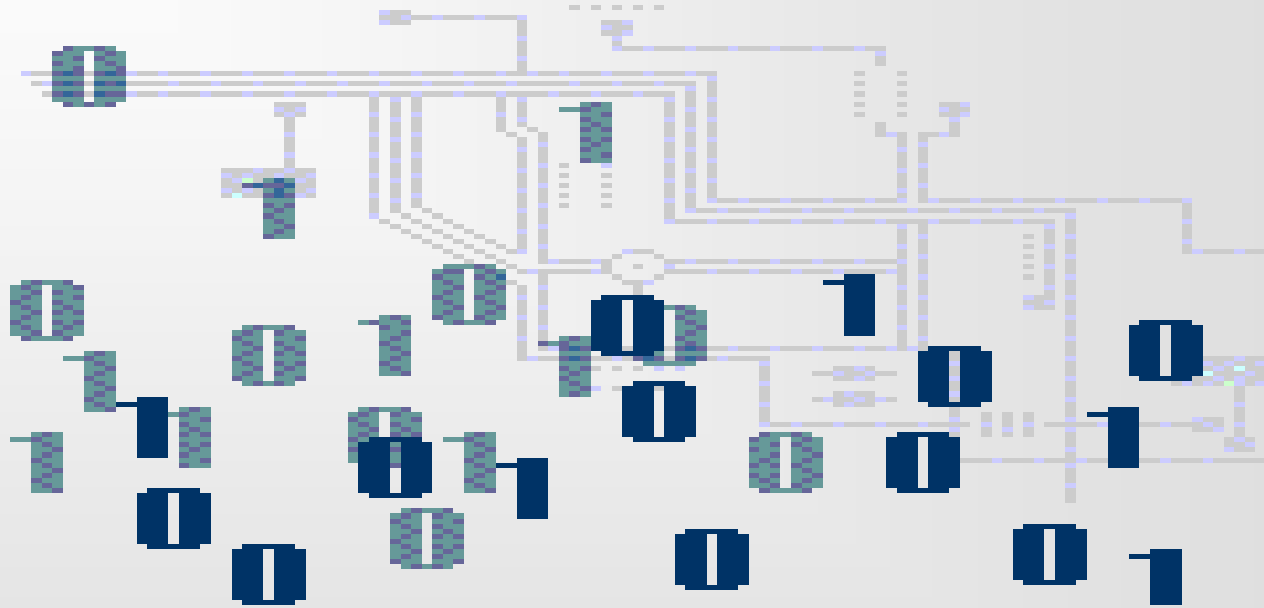


# FOI - INFORMATION GOVERNANCE



Requirements for the 21st Century

- Record Systems
- Paper Records
- Electronic Records



# Surely not my documents.....?



Where Tom keeps things



General



Miscellaneous



The team



The team (2)



Comms



Lost and never found



## Our Super Storage Habits

# Keeping Up with the Trends . . .

Vinyl



CDs



iPOD



NANO



So Can We Throw Away the Vinyl?

and the paper?



# Good 'Metadata' -Is the Answer

## Metadata

(literally "data about data") is a description of the content, context, and structure of our data. It helps us use our data more effectively.



# Metadata Has Become Vital

The screenshot shows the Microsoft Outlook interface. The title bar reads "Inbox - Microsoft Outlook". The menu bar includes "File", "Edit", "View", "Go", "Tools", "Actions", and "Help". The toolbar contains icons for "New", "Reply", "Reply to All", "Forward", "Send/Receive", "Find", and a search box. The "Mail" pane on the left shows "Favorite Folders" (Inbox (1), Unread Mail, For Follow Up [4], Sent Items) and "All Mail Folders" (Mailbox - Harms, Amy, Conferences, Deleted Items (E), DPS Wrap -Up & Co, Drafts [1], Finance, FOI correspondence, Human Resources, IG Officers, Inbox (1), Junk E-mail, Nursery, Outbox, Personal, Projects - General, Scheduling). The main "Inbox" pane shows a search for "Amy Harms" in the "Inbox". A red speech bubble with the text "Sorted by Sender" points to the "From" column header. The email list is sorted by sender, showing entries from Ahmed, Sadia; Amy Vogel; Anderson, Lorna; Arnold, Sue; Flint, Andrew; and FOIA.

From	Subject	Received	Size
From: Ahmed, Sadia (1 item)	Ahmed, ... Training Confirmation	Wed 26/04/...	5 KB
From: Amy Vogel (1 item)	Amy Vogel Zoo Ticket Invoice	Fri 28/04/2...	13 KB
From: Anderson, Lorna (1 item)	Anderso... FW: management conference	Wed 03/05/...	11 KB
From: Arnold, Sue (1 item)	Arnold, Sue FW: Month 1 budget monitoring	Fri 05/05/2...	7 KB
From: Flint, Andrew (1 item)	Flint, An...	Wed 26/04/...	5 KB
From: FOIA (1 item)	FOIA FW: FOI Request: Reference number 45519	Mon 08/05/...	15 KB

# HOW Much Data?

USB memory stick Flash drive	64MB-2GB (based on 1GB drive)	30k-70k pages 80-200 lever arch files
CD-DVD	0.5GB - 4.5GB (based on 3GB DVD)	90k-210k pages 250-600 lever arch files
PC - laptop hard drive	40GB - 200GB (based on 50GB hard drive)	1.5-3.5 million pages 4250-10,000 files
Backup tape	100GB-400GB (based on 200GB Tape)	6-14 million pages 17,000-40,000 files

Some documents are really important to us!



**CERTIFIED COPY**  
Pursuant to the Births and



**OF AN ENTRY**  
Deaths Registration Act 1953

**BK** 666666

**BIRTH**

Entry No. 39

Registration district Islington

Administrative area

London Borough of Islington

Sub-district Islington

1. Date and place of birth

**CHILD**

City of London Maternity Unit Whittington Hospital, Islington

2. Name and surname  
Luke Skywalker

3. Sex  
Male

4. Name and surname

**FATHER**

Anakin Skywalker (a.k.a Darth Vader)

5. Place of birth  
Tatooine

6. Occupation  
Dark lord of the Sith

7. Name and surname

**MOTHER**

Padme Naberrie (a.k.a Queen Amidala)

8.(a) Place of birth  
Naboo

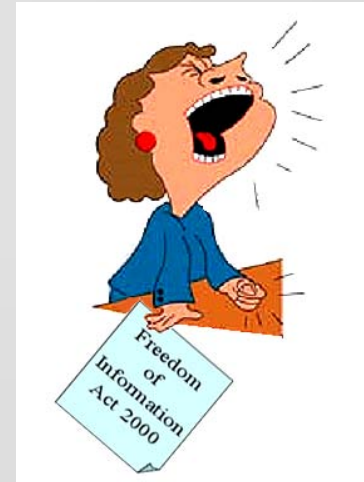
8.(b) Occupation  
Senator

9.(a) Maiden surname  
Amidala

9.(b) Surname at marriage if different from maiden surname  
\_\_\_\_\_

# FOIA- A General Right of Access

- Anyone in the world can request information.
- FOI is everyone's responsibility.
- Most requests are Business as Usual.
- We must provide within 20 days.
- There are 23 Exemptions...  
but only 13 apply to us.



# Typical FOI Requests

The total amount of revenue in the last recorded year for allowing mobile phone masts to be sited on board land or property. Then broken down into: - The location of each mobile phone mast (please say what type of land/property this is, (ie) special school, primary school, youth club, etc...) - The telecommunications company responsible for each mast - The income during the period from each mobile mast And the same for the second most recent period where records are held.

Budgetary breakdown for the last five fiscal years.

- Amount spent on biscuits;
- Amount spent on mineral water;
- Amount spent on sandwiches and/or lunches;
- Amount spent on wine and other alcohol;
- Total amount spent on food & drink.

# FOI Manager

## Responsibilities.

- Advise and assist applicants.
- Ensure responses don't breach DPA.
- Apply FOI exemptions.
- Ensure responses are within 20 days.
- Publication scheme.
- Provide training.

# Future Aspirations

- Encourage commitment to records management.
- Develop dedicated and properly maintained archive.
- Establish network of expertise.
- Better collaboration around documents.
- Build strong people networks.



# A Knowledge Environment...

Documents

Website

Scanned letters,  
Detailed lists of  
records

Email, Calendar,  
tasks, Messages,

Specific departmental  
Information system:  
e.g. EMS system

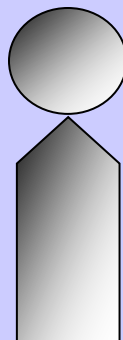
Getting information  
from staff

External partner / agency  
Information- Student  
Support?

Corporate messages

General Information

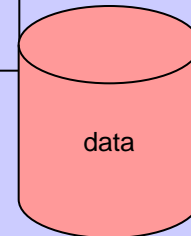
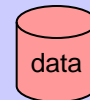
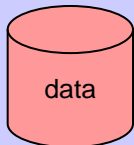
People information



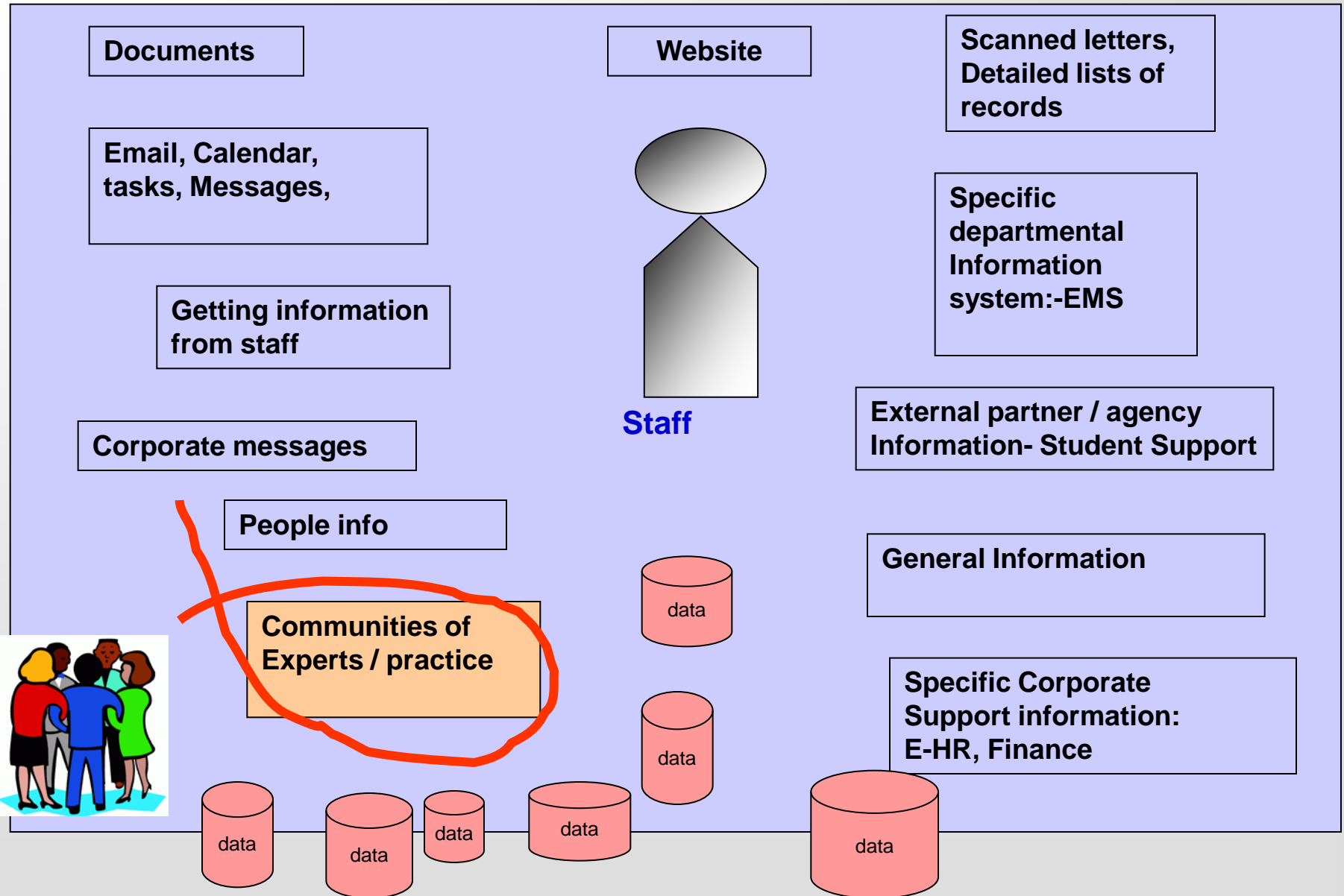
Staff

Communities of  
Experts / practice

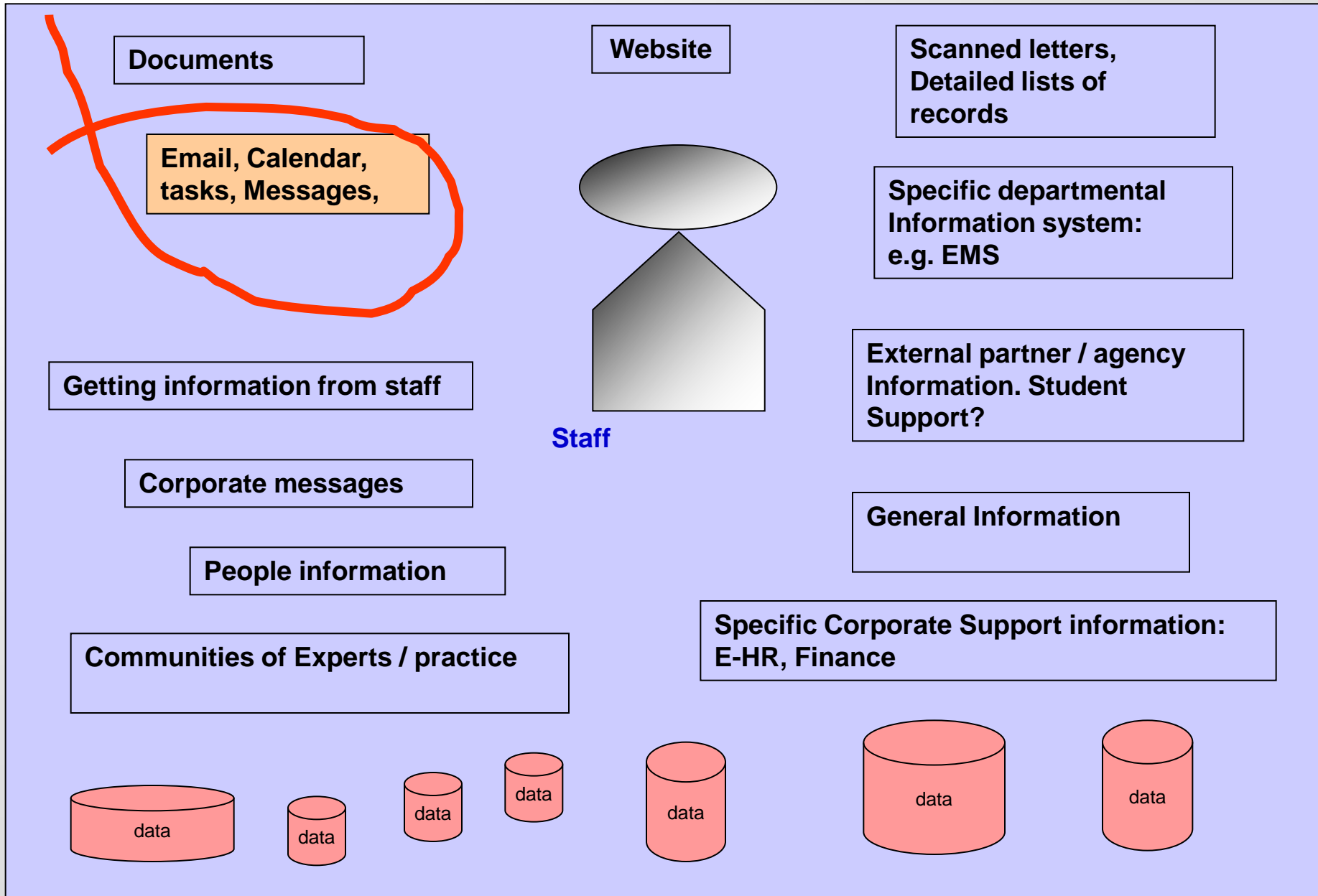
Specific Corporate  
Support information:  
E-HR, Finance



# Tacit Knowledge-In our heads!



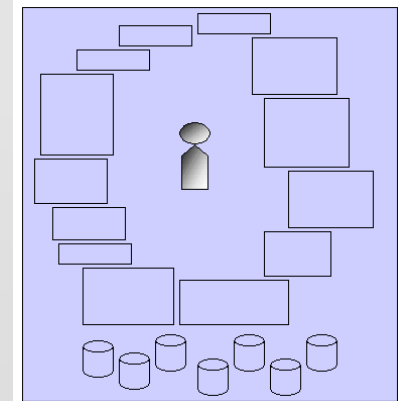
# Day-to-day Information Management...



# Knowledge Management Framework

What is this?

- Defines vision
- A framework for managing information.
- Shifting our attitudes towards the "whole"
- Driven by senior management.
- Recognition that information is a corporate asset.
- Emphasis on tacit knowledge .



**Any Questions?**

FOI/LJ BELB