



Hampshire Constabulary

Corporate Information Management Strategy 2007-2012

Contents

Corporate Information Management Strategic Vision

Hampshire Constabulary's vision for Information Management: 4

Corporate Information Management Strategy 4

Definitions 4

Information Management – Business Drivers 5

Business Benefits 6

Information Management Guiding Principles 7

Information Management Programmes, Project and Work-streams 8

Information Governance 9

Membership of the IMPB 9

Information Management Policy 9

Appendix A

Definitions 10

Appendix B

Information Management Programme Board Terms of Reference 12



Information Management Strategic Vision

Hampshire Constabulary's vision for Information Management:

Those making decisions will have access to the information they need, when they need it, and in the appropriate form. Access to information will be straightforward, effective, secure and available in an efficient and cost effective manner.

All our staff and partners will understand the value and importance of high quality, up-to-date and reliable information and will be properly equipped to obtain, use, maintain, and dispose of information correctly, lawfully and efficiently in support of the delivery of Hampshire Constabulary's strategic aims

Corporate Information Management Strategy

This document defines how the strategic objectives of Hampshire Constabulary will be supported by the effective management of information. This includes the strategic vision; business drivers and benefits; guiding principles; and overall governance.

This document also demonstrates the relationship between Information Management-related business areas, their strategic fit with Hampshire Constabulary's Policing Plan and the current Information Management programmes, projects and work-streams.

Definitions

To promote understanding a list of definitions may be found at Appendix A

Information Management – Business Drivers

The timely provision of comprehensive, accurate, up-to-date and reliable information and intelligence is critical to enabling all staff within the Constabulary, the wider police family and our partner agencies to fulfil their roles.

In addition, to improve citizen focus and customer service the public and other customers must have access to the information they need to know, both to reassure them within their communities and to ensure they are provided with a satisfactory level of service.

This service delivery is underpinned by efficient and effective resource and performance management.

When combined with statutory requirements, such as the Guidance on the Management of Police Information, there is a clear imperative to develop sound Information Management to account for each of these business requirements.



Corporate Information Management Strategy - Fit with Policing Plan

Business Benefits

Benefit Area

Tactical Benefits

Operational Benefits

Catching criminals, managing offenders and protecting our communities

- Improved analysis, tasking and coordination
- Improved multi-agency working
- Enhanced management of potential offenders
- Enhanced disclosure
- Improved protection of children and vulnerable adults
- Enhanced publication of reassurance information
- Enhanced ability to prevent and detect crime

- Improved information linking and association
- Better deployment of resources
- Earlier and more effective intervention
- Improved access to partner information
- Reduced bureaucracy
- More efficient and faster searching and access to information
- Reduced risk to officers and staff
- Faster, higher quality incident and crime resolution

An active presence in every neighbourhood

- Flexible information infrastructure
- Improved victim and witness satisfaction
- Improved community relations and engagement
- Greater public access to reliable performance and statistical information

- Improved information mobility and access
- Improved engagement with victims, witnesses and offenders
- Enhanced public confidence

Equipping our team to deliver

- Consistent and effective management of information
- Improved decision making based upon the same auditable, agreed and understood information
- Increased understanding of and compliance with legislation and standards
- Reduced civil action and complaints against police
- Enhanced data quality to ensure correct information is available
- Enhanced ability to audit systems

- More efficient resource utilisation
- More efficient and faster searching and access to information
- Reduced impact on time and resources spent on litigation and complaint investigation
- Reduced exposure to irrelevant information
- Increased automation in records management review, retention and disposal
- Transparency in business decision making

Making the best use of our resources

- Cashable efficiency savings through automation of processes
- Reduced cost of physical and logical infrastructure through more efficient storage of paper and electronic assets
- Reduced cost of litigation
- Reduced regulation and compliance costs

- Resources deployed for operational benefit
- Reduced cost associated with information loss, lack of business continuity and back-record-conversion
- Improved efficiency through application of clearly defined information processes



Information Management Guiding Principles

Hampshire Constabulary's information assets will be managed to ensure cost effective methods support service delivery by making the right information available to the right person, in the right form, at the right time, in the right place. This includes the need to make information and intelligence available to support constabulary tasking in accordance with the National Intelligence Model.

Principle 1 – Management of Police Information: Information used for a Policing Purpose will be managed in accordance with the Guidance on the Management of Police Information (MoPI), including the capture, review, retention and disposal of information used for a policing purpose. Wherever possible the principles within MoPI will also be applied to the management of information within other business areas.

Principle 2 – Information as a Shared Resource: Information will be managed as a corporate resource throughout its use across the constabulary, and shared with others where beneficial to meet policing, criminal justice and partnership objectives.

Principle 3 – Data Quality: All information users will be responsible for data quality, ensuring information obtained and maintained is adequate for purpose, accurate, up-to-date and reliable.

Principle 4 – Reducing Bureaucracy: To minimise the potential for unnecessary bureaucracy, information will be obtained only once, where possible being captured as a result of routine policing and support activity.

Principle 5 – Development of Capability: Maintenance and development of Information Management capability will be undertaken on a priority basis, in accordance with the requirements of the Policing Plan. Full lifecycle costs of new developments will be the responsibility of the requesting business area.

Principle 6 – Reducing Costs: Maintenance and development will be undertaken in collaboration with other forces and partners to ensure the greatest benefit is realised at the lowest possible cost.

Principle 7 – Information Ownership: The Chief Constable has overall responsibility for the Management of Police Information. Ownership, accountability and governance for information and processes will be defined by the allocation of an Information Asset Owner.

Principle 8 – Information Assurance: Information will be held safely and securely to prevent unauthorised access and to ensure it remains available to promote continuity of service.

Principle 9 – Information Compliance: Information will be held in compliance with all current legislation. Information will be disposed of when keeping it cannot be justified. Information Management Programmes, Projects and Work-streams



Information Governance

Oversight of the maintenance and development of Information Management and Information Systems capability is the responsibility of the Information Management Programme Board (IMPB), chaired by the Deputy Chief Constable as Senior Information Risk Owner. The IMPB terms of reference may be found at Appendix B.

Membership of the IMPB

- Deputy Chief Constable (Chair)
- Head of IT and Communications Services (Vice-Chair)
- Head of Corporate Information
- Head of Information Management Support and Development
- Superintendent Territorial Operations
- Force Security and Information Assurance Manager
- Information Compliance Manager
- DCC Portfolio Finance Manager
- Head of Service Delivery Department Programme Support Office

Information Management Policy

Hampshire Constabulary will maintain an Information Management Policy and Procedure document set. This will provide direction to staff and partners regarding the development, support and use of Information Management assets.



Appendix A

Definitions

Policing Purpose is defined within MoPI as

- Protecting life and property
- Preserving order
- Preventing the commission of offences
- Bringing offenders to justice
- Any duty or responsibility arising from common or statute law.

Data is a subset of information and generally refers to information which has been processed on a computer or 'structured information system'.

Information is data which has been obtained, recorded or processed to meet a specified business need.

Knowledge is the result of applying the skills and experience of a user to information so that business decisions can be made.

A **Document** is a structured unit of recorded information, published or unpublished, and managed as a discrete unit. A document forms part of a business transaction and is linked to other documents relating to that transaction or process.

A **Record** is a collection of data or information that has been recorded in a tangible form. A database, which may or may not be computer-based, contains a number of records.

Records Management is the field of management responsible for the efficient and systematic control of the lifecycle of records, including processes for capturing and maintaining evidence of and about business activities and transactions in the form of records.

Information Lifecycle is the creation, acquisition, cataloguing/identification, access to, exploitation/utilisation, storage and preservation of, and disposal/deletion of information.

Metadata is descriptive and technical documentation to enable the system and the records (that are described) to be understood and operated efficiently, and to provide an administrative context for the effective management of the records.

Information Management (IM) is the proactive and reactive management of all business information resources, both external and internal, to meet business needs. This includes the ability to know what information exists regarding a particular subject, where and how they are stored, ownership and when they should be disposed of.



An **Information System** (IS) is a system (to include people, processes, procedures and associated paper forms as well as IT based solutions) that enables effective Information Management to support a particular business need. This includes all aspects of the information lifecycle, including inputs and outputs. Hampshire Constabulary has numerous systems, some specific to individual business areas, others cross-cutting several. An information system does not require an IT based solution.

An **Information Technology** (IT) system is a computer system that supports an information system.

An **Information Asset** is an individual asset, information system or information technology system that enables information assets to be managed in a form accessible by users. For example the Niche RMS, the Hampshire Constabulary Intranet and the form C12 for recording stop and account are all Information Management assets.

An **Information User** is a staff member of Hampshire Constabulary or a statutory partner agency, or any other individual or organisation that has a defined need to use an information asset.

Knowledge Management is defined as the capturing, organising, and storing of the knowledge and experiences of individual staff and groups within the Constabulary and making this information available to others.

Information Assurance is the confidence that information systems will protect the information they handle and will function as they need to, when they need to, under control of legitimate users.

Information Compliance is the proactive and reactive management of all information and information processes to ensure that the information owned and processed by Hampshire Constabulary is handled in compliance with legislative requirements and national police standards and guidance.



Appendix B

Information Management Programme Board Terms of Reference

To manage the Information Management Programme on behalf of the Resource and PPM Governance Board and ensure the Programme delivers against strategic objectives.

1. Develop and implement the Corporate Information Management Strategy
2. Monitor the progress of projects within the programme
3. Ensure that projects are managed in accordance with Force Policy and Procedures for Project Management (23000)
4. Monitor high-level expenditure and the allocation of resources to projects
5. Resolve issues and risks raised by Project Boards as required
6. Escalate issues and risks to the Resource and PPM Governance Board if required
7. Identify key dependencies between projects within the programme and ensure these are effectively managed
8. Notify the Resource and PPM Governance Board of any identified (or potential) dependencies or conflicts with projects in other programmes
9. Review and sanction New Business Proposals, Project Briefs, Business Cases, Project Initiation Documents (PIDs) and funding requests as outlined in the Project Management Framework Manual of Guidance
10. Ensure that projects deliver against their objectives such that the identified benefits will be realised
11. Following project closure, review closure reports produced (in particular Lessons Learned and Follow-on Action Recommendation Reports)
12. Initiate Post Project Implementation and/or Benefits Realisation Reviews and examine the reports produced
13. Ensure that key Lessons Learned are identified and disseminated appropriately
14. Promote clear and coordinated communication regarding the Programme and its constituent projects to relevant members of staff
15. Monitor projects and changes that are managed via subsidiary groups.
16. Regularly review the programme to ensure that the constituent projects are still meeting business requirements and remain viable.

