



# An Integrated Approach to Information Management

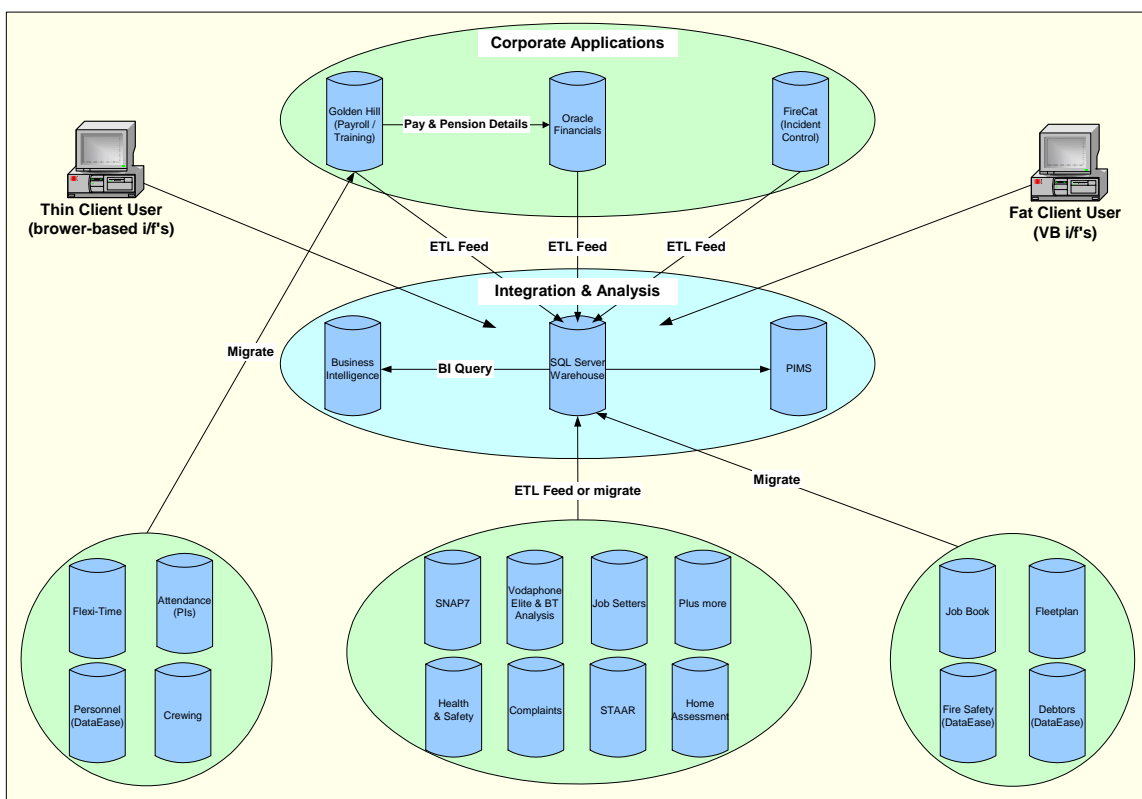


## Overview

Clarity provided an inter-related suite of information management solutions and business analysis services in support of the North Yorkshire Fire & Rescue Service, Electronic Service Delivery Project.

Effective information management is critical to the ability of North Yorkshire Fire & Rescue Service to deliver high quality, citizen-centred services and our solutions and services helped the service to achieve their e-Government objectives and the associated ODPM Best Value Performance Targets.

As part of this project, we deployed an integrated information management environment that is substantially increasing accessibility, visibility and control of data throughout the brigade. This solution was developed using data warehousing and business intelligence tools.



## Operational Benefits

The integrated information management environment is being used to:

- ◆ Eliminate unnecessary replication of data and associated inconsistencies.
- ◆ Increase user efficiency by eliminating duplication of data entry and processing tasks in multiple systems.
- ◆ Provide brigade-wide users with access to required data through simple, consistent and intuitive interfaces.
- ◆ Allow users to analyse data derived from disparate systems, enabling more constructive planning decisions, etc.
- ◆ Promote collaboration and information sharing between departments, partners and other government agencies.
- ◆ Enhance the NYFRS ICTU department's ability to provide effective system support, manage the continuing enhancement of systems and address the challenge of evolving operational needs.

## Client Requirements

An initial *Business Analysis* service was used to identify significant operational benefits that could be gained by deploying new information management technologies and/or enhancing currently used IT systems. The analysis also identified how the benefits could be realised, in terms of system usage profiles and a recommended approach to deployment.

The findings derived during the analysis had several key themes:

- ◆ The importance of an over-arching information management process that is fully documented, reflects current practice, has the buy-in of all participating personnel and is reviewed regularly.
- ◆ The importance of data accessibility, control and visibility throughout the organisation.
- ◆ The importance of team collaboration and information sharing.



## Information Management Solutions

Clarity implemented a data warehouse and an electronic document and records management solution for North Yorkshire Fire and Rescue Service.

### Data Warehouse

A data warehouse and business intelligence tools were configured to provide an integrated information management environment that substantially increases accessibility, visibility and control of data throughout the brigade. This environment provides:

- ◆ A common service-wide data warehouse that integrates data from the major fire service database systems, which contain incident, property, and personnel-based information, and provides wider access to information that is currently held in disparate and often inaccessible systems.
- ◆ A corporate platform for future database applications, which will support the deployment of feature-rich, enterprise-scaleable systems that can grow to support evolving brigade requirements.

### Document & Records Management

An electronic document and records management system was deployed to support fire safety, personnel records management and corporate policy distribution activities.

## Approach to Deployment

A phased approach was used to manage deployment of the integrated information management environment. The solutions were initially deployed in targeted departments and subsequently rolled out throughout the service. The following key activities were being performed in each department:

- ◆ Evaluate and classify current systems (i.e. retain, modify or migrate).
- ◆ Migrate selected systems to a corporate database.
- ◆ Deploy a data warehouse collate data from disparate systems.
- ◆ Deploy a business intelligence tool to support structured querying across disparate systems.
- ◆ Deploy a document management solution (when relevant to the specific Department).

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