

Information Management

Over the coming year we will be working with our Senior Business Analyst to improve systems and efficiency, create the tools and systems that we need to deliver our aims and objectives; while ensuring both departmental and organisation objectives are met.

Each of our high level information management objectives has associated projects. Each project is given a priority category.

Cat 1 is ongoing

Cat 2 is to begin within 6 months

Cat 3 is to begin in 6-12 months

Cat 4 is beyond 12 months

1. We will continue to **improve communications with our “customers”** including exploring additional opportunities to exploit social media, while at the same time improving internal flows of information from “customers” through better integration with the CRM.
 - **Integration of the CRM and Works Manager (Cat 1)** to improve customer service by increasing the speed of information flow and reduce errors by elimination of “double handling” of data.
 - **Integration of the CRM and Love Clean Streets (Cat 2)** to improve customer service by increasing the speed of information flow and reduce errors by elimination of “double handling” of data.
 - **Investigate replacement of the Hazardous Waste System (Cat 3)** to reduce the number of standalone systems, to eliminate wasteful and inefficient back office working practices (this system is funded externally, some change costs may not be recoverable and any savings will not accrue to the City).
2. The majority of the **Highways Management System** (HyMS) is now live. In 2014-15 we will complete the implementation to include Mobile Working, Street Lighting and CRM integration.
 - **Complete Implementation of HyMS Phase 2 (Mobile Working & Street Lighting) (Cat 1)** to enable us to reduce the number of standalone systems and to modernise working practices with our highways maintenance contractor.
 - **Undertake implementation of HyMS Phase 3 (CRM integration) (Cat 2)** which includes parking dispensations, parking suspensions and fault reporting.

3. The existing **on street parking system and the car park barrier systems** are reaching the end of their effective life and have been a significant problem in the City of London achieving Public Services Network (PSN) compliance. Whilst we will be examining replacement options in 2014 there is an immediate need to complete the external hosting of the server hardware and upgrading clients (to enable full PSN compliance).
 - **Complete PSN compliance changes to HubParking (formerly ZEAG) systems (Cat 1)**
 - **Undertake review of replacement options for the car park and on-street parking systems (Cat 2)**
4. We will continue merging information from a wide variety of sources to obtain **a single, integrated, view of the future City.**
 - **Develop a Development Forecasting Model (Cat 1)** to produce a “best guess” of the timescale and likely progress of all major developments in the City. This will require combining information from Uniform, Access, Development Management and CPAT.
 - **Develop a Pedestrian Flow Model for the City (Cat 2)** to support transportation planning and the development management process (this project is funded by TfL).
5. **Working with contractors**
 - We will work with Amey (Cleansing & Transport Contractor) to facilitate shared use of systems, in particular:
 - **ANTS (weighbridge/vehicle movements system) (Cat 1)** – Citrix access to be provided to reduce contractor access to the City of London network.
 - **Pool Vehicle Booking System (Cat 1)** – either Citrix access or Outlook Web Access to be provided to reduce contractor access to the City of London Network.
 - **Vehicle mileage and maintenance data (Cat 1)** – Citrix access to be provided to reduce contractor access to the City of London network.
 - **Implement Mobile Working with J B Riney (Highways Maintenance Contractor) (Cat 1)** – this will be achieved as part of the HyMS project.
6. **Miscellaneous areas of work**
 - **Work with the Police to make better use of the CCTV system operated by them (Cat 1)** this will support our Highways, Environmental Projects and

Cleansing work and will also support the corporate Emergency Planning and Major Event Management functions.

- **Examine the need for a Land Charges System (Cat 2/3)** in the light of proposals by the Land Registry to centralise some elements of Local Land Charges.
- **Change the way we use our Document Management System (Cat 1)** which holds documents relating to planning applications and allows us to meet our statutory duty to publish these documents. New functionality will enable us, through business process change, to reduce scanning of documents and automate the loading of documents.