

Ministry of Justice Information Management Assessment Programme Action Plan

#	Recommendation	Actions	Priority High/Low/Medium	Timescale	Owner	Observations	Delivered? Yes/No
R1	MoJ to demonstrate active and continual support of KIM at Board level which is effectively distilled throughout the organisation.	Action: MoJ HQ and NOMS to obtain Board-level support for KIM proposals to address IMA actions. To include a mandate to undertake an EDRM Replacement Programme which integrates collaborative working and good information governance.	High	On-going	Knowledge and Information Management Team.	Board-level support agreed in principle to establish an EDRM Replacement Programme.	
R2	The KIM Team to collate and share examples of good KIM practice across the Department.	Action: MoJ KIM Team to review existing advice and guidance and publicise across the Department with support from the Information Manager network.	High	Dec 2011	Knowledge and Information Management Team	Guidance reviewed, updated and published.	Complete
R3	MoJ to provide clear guidance on the use of corporate information management systems, ensuring that their use is part of internal governance processes.	Action: MoJ KIM Team in collaboration with ICT to assess current policy and guidance in relation to corporate information management systems to ensure they meet user needs and adhere to best practice.	High	Dec 2011	Knowledge and Information Management Team and ICT	Guidance reviewed, updated and published.	Complete
R4	The KIM Team to publicise its role to ensure that staff know who they should approach for help on KIM.	Action: MoJ KIM Team to refresh intranet pages and include KIM messages in relevant Departmental communications to ensure staff are clear on who to approach for advice and guidance.	High	Dec 2011	Knowledge and Information Management Team	Guidance reviewed, updated and published.	Complete
R5	MoJ to ensure that all relevant ICT projects include information management considerations working in conjunction with the	Action: MoJ KIM Team and ICT to work in partnership to undertake the EDRM Replacement Programme.	High	On-going	Knowledge and Information Management	Board-level support agreed in principle to establish an EDRM Replacement	

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	KIM Team.				Division and ICT	Programme.	
R6	MoJ to reassess the IM role to ensure they support the KIM agenda more effectively and their responsibilities are cascaded throughout the Department.	Action: MoJ KIM Team to refresh Information Manager role, and expand across MoJ. NOMS to continue communicating the LIM role to establishments.	Medium	July 2012	Knowledge and Information Management Team	Information Manager role assessment underway.	
R7	MoJ to continue to identify and define its information assets, raising awareness of their importance and responsibilities among key staff	Action: Information Operations to continue working with the business to identify information assets and ensure they are managed appropriately	High	On-going	Information Operations Division.		
R8	NOMS to extend the definition of information risk to cover risks to the completeness, availability and usability of digital information.	Action: Risk description included on the NOMS strategic information risk register.	High	January 2011	NOMS Information Policy and Assurance Team		Complete
R9	MoJ to implement a What to Keep project, with the support of The National Archives, to implement the What To Keep Guidance.	Action: KIM Team to continue publicising the Department's What To Keep guidance via MoJ communications channels. NOMS to review existing guidance and amend and republish as necessary.	High	June 2011	Knowledge and Information Management Team	MoJ HQ What to Keep guidance now in place.	Complete
R10	MoJ to evaluate its options for corporate information storage, assessing its EDRM capability and the potential for more rigorously structured and monitored shared drives to meet its needs.	Action: MoJ KIM Team, NOMS and ICT to review Departmental corporate information management systems to assess associated risks and business need in line with the proposed EDRM Replacement Programme planning.	High	June 2012	Knowledge and Information Management Team and ICT	The EDRM replacement programme is underway and initial high level business requirements meetings are taking place.	
R11	MoJ and NOMS to assess and mitigate the ongoing risk of managing and handling prisoner records from a number of sources.	Action: NOMS study in progress to assess potential solutions.	Medium	Commence October 2011	NOMS Information Policy and Assurance Team		
R12	Staff must be instructed to store corporate information in the appropriate system. Technical	Action: KIM Team to provide interim guidance on use of corporate information	High	Dec 2011	Knowledge and Information	Guidance for corporate management information systems	

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	controls should be considered to minimise the risks.	management system while development of the TRIM Replacement Programme takes place. NOMS to address through HERM.			Management Team and ICT	produced. Technical controls under consideration.	
R13	The IT function should work in partnership with KIM and business units to support good working practices, and ensure that technology meets requirements for the completeness and availability of information.	Action: KIM and ICT to establish closer working practices via regular meetings and Board level representation.	High	On-going	Knowledge and Information Management Team, ICT and Information Assurance Team		
R14	MoJ should continue its programme of rationalising and consolidating the technology supporting the business.	Action: To be addressed as part of the EDRM Replacement Programme and as part of the Digital Efficiencies Programme	Medium	On-going	Knowledge and Information Management Team, ICT and Digital Communications		
R15	MoJ should continue to take active steps to phase out the use of duplicate systems and databases, decommissioning redundant technology.	Action: To be addressed as part of the EDRM Replacement Programme and as part of the Digital Efficiencies Programme	Medium	On-going	Knowledge and Information Management Team, ICT and Digital Communications		
R16	MoJ should ensure IT-enabled change projects conduct a formal impact assessment of the completeness and availability of information.	Action: Steps taken to address this via the Acceptance Into Service process, the EDRM Replacement Programme, and the Digital Efficiencies Programme.	High	June 2011	Information Assurance, ICT and Digital Communications.		Complete
R17	MoJ to continue providing access to digital information as a key requirement for projects, expressed in terms of meeting business requirements for using this information.	Action: To be addressed as part of the EDRM Replacement Programme.	High	On-going	Knowledge and Information Management Team and ICT		

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R18	MoJ and NOMS to agree a process for managing risks to the continuity of digital records	Action: KIM to liaise with SIRO network and to address as part of EDRM Replacement Programme.	High	Dec 2011 and on-going	Knowledge and Information Management Team, NOMS Information Policy and Assurance Team and Information Assurance team		
R19	MoJ and NOMS HQ to extend guidance on what information is critical to the business until a sustainable What To Keep protocol is in place.	Action: WTK now in place in MoJ. NOMS to review relevant guidance and amend as appropriate.	High	June 2011	Knowledge and Information Management Team and NOMS IPA Team	Guidance reviewed, updated and published.	Complete
R20	NOMS to issue guidance on standards for data entry into Prison-NOMIS to enable consistency.	Action: Implementation of Prison-NOMIS in private sector prisons and policy in place on Prison-NOMIS to mandate entry of data items.	Medium	Q1 2012	NOMS		
R21	MoJ to provide support and reinforce guidance on ensuring that operational and service information is complete and accurate.	Action: Information Operations to review existing guidance and liaise with ICT to make improvements where necessary.	Medium	March 2012	Information Operations		Complete
R22	KIM team to reinforce guidance to staff on maintaining sensitive personal information.	Action: Intranet guidance refreshed and a single shared Information Security page set up and publicised via MoJ communications channels.	High	June 2011	Knowledge and Information Management Team		Complete
R23	NOMS should give careful consideration to how it devolves responsibility for information assurance to local offices.	Action: NOMS is planning a two-year project to address information sharing. Information assurance workshops being conducted to raise awareness in establishments. Information Security Officers within Probation Trusts being	High	To commence early 2012	NOMS Information Policy and Assurance team		

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		appointed.					
R24	MoJ to review and refresh its IM network to help support good information management throughout MoJ HQ, in line with the KIM strategy.	Action: Expand the role of the IM to cover all aspects of information management via all corporate systems and across all MoJ HQ Business Units. NOMS to extend existing network to Probation Trusts.	High	July 2012	Knowledge and Information Management Team and NOMS Information Policy and Assurance Team		
R25	KIM Team to provide leadership and guidance to MoJ KIM specialists through creation of a support network.	Action: In addition to the IM role refresh MoJ KIM Team to highlight KIM issues at Board level and via the SIRO network to ensure senior leadership process is established throughout MoJ.	High	July 2012	Knowledge and Information Management Team		
R26	KIM Team to ensure that the relevant policies and guidance are publicised.	Action: MoJ KIM Team and NOMS IPA team to refresh intranet pages and update advice and guidance.	High	June 2011	Knowledge and Information Management Team and Records Management Team	Guidance reviewed, updated and published.	Complete
R27	NOMS to coordinate and share examples of local good practice.	Action: This is done through LIM area meetings, conducted in February, March and July 2011 and at regular intervals going forward. The intranet site also enables guidance to be shared more easily.	High	Ongoing	NOMS Information Policy and Assurance Team		Complete
R28	MoJ to ensure that central guidance is accessible, available and up to date.	Action: MoJ KIM Team to refresh intranet pages and update advice and guidance. NOMS guidance is included in LIM workshops and will also be made available on the intranet.	High	June 2011	Knowledge and Information Management Team and Records Management Team	Guidance updated published and publicised.	Complete
R29	MoJ to instigate a review of its	Action: Already happening via	High	June	Knowledge		Complete

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	contract process to ensure that where possible the Department's KIM requirements are included in third-party contracts.	the Acceptance Into Service process.		2011	and Information Management Team and Records Management Team		
R30	MoJ to ensure that all staff access the refreshed e-learning data-handling training and enforce compliance through personal development plans.	Action: Complete for 2011/2012. Developing all-staff approach for 2011/12. IAO and SIRO roles outlined in updated intranet guidance.	High	On-going	Information Assurance Team	Communications at Corporate & Business Group level supported completion.	Complete for 2011
R31	MoJ and NOMS to continue the work started on rationalising the content and cohesiveness of the Intranet sites.	Action: Digital Communications are working on plans to deliver a new single platform for intranet across the Department.	Medium	TBC	MoJ and NOMS Communications and Information Directorates		
R32	MoJ to reinforce the importance of a value of a corporate identity across all its bodies as an adjunct to effective information management.	Action: Rationalisation and migration of all NOMS content to justice.gov.uk and direct.gov.uk. Introduction of a single intranet will further strengthen the alignment of corporate identity.	Medium	Dec 2011	MoJ and NOMS Communications and Information Directorates		Complete
R33	MoJ to reinforce the benefits of sharing information across the organisation.	Action: Refreshed knowledge and information management guidance to be highlighted via internal communications channels.	High	Sept 2011	Information Operations Directorate		Complete
R34	MoJ to establish a formal process to capture the tacit knowledge of staff and contractors as they leave.	Action: KIM Team to produce guidance for all staff on knowledge management and deliver knowledge capture training where appropriate. Processes and technology to support collaborative-working practices to be factored into EDRM Replacement Programme programme.	High	June 2011	Knowledge and Information Management Team		Complete

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