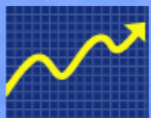


SPINLondon
20 May 2010

Data Integrity, Sharing and Security

Benefits and Constraints



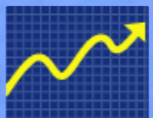
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Background



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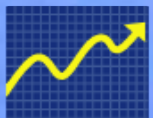
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Data matters because.....

Problem Avoidance



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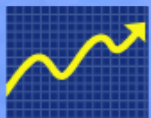
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What do you look for in a meeting?

Strategic Vision

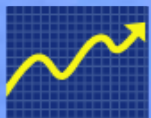


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Problem solving



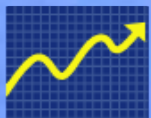
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Data needs to be:



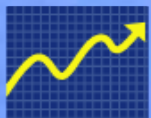
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Accurate



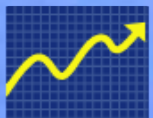
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R



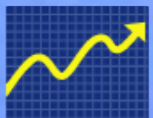
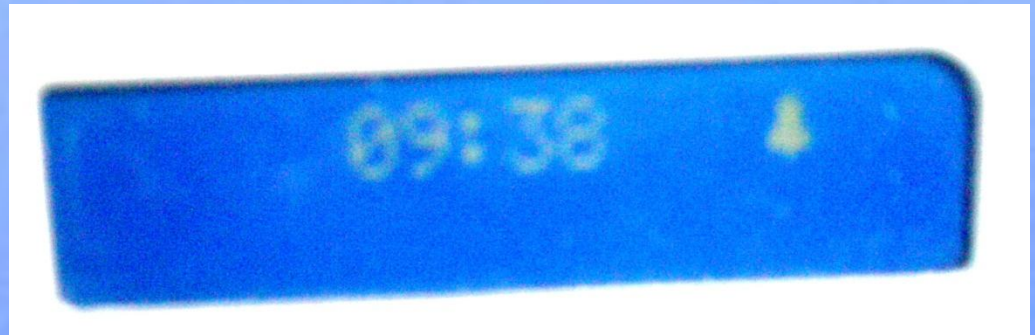
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Appropriately referenced



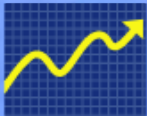
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Timely

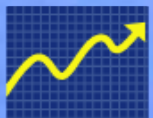


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Secure



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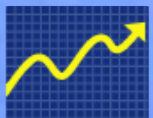
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Purpose

- Maximise effectiveness and efficiency

Shared:

- Internal
- Partners
- Customers



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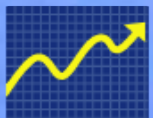
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Data accuracy



Can you type?



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Relevant = Useful

```
Technical information:
```

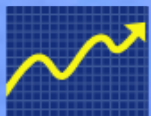
```
*** STOP: 0x000000D1 (0x500086D6,0x00000002,0x00000000,0xF736A1C0)
```

```
***      BCMSM.sys - Address F736A1C0 base at F7269000, DateStamp 3dffd34e
```

```
Beginning dump of physical memory
```

```
Physical memory dump complete.
```

```
Contact your system administrator or technical support group for further  
assistance.
```



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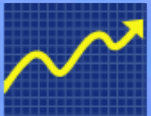
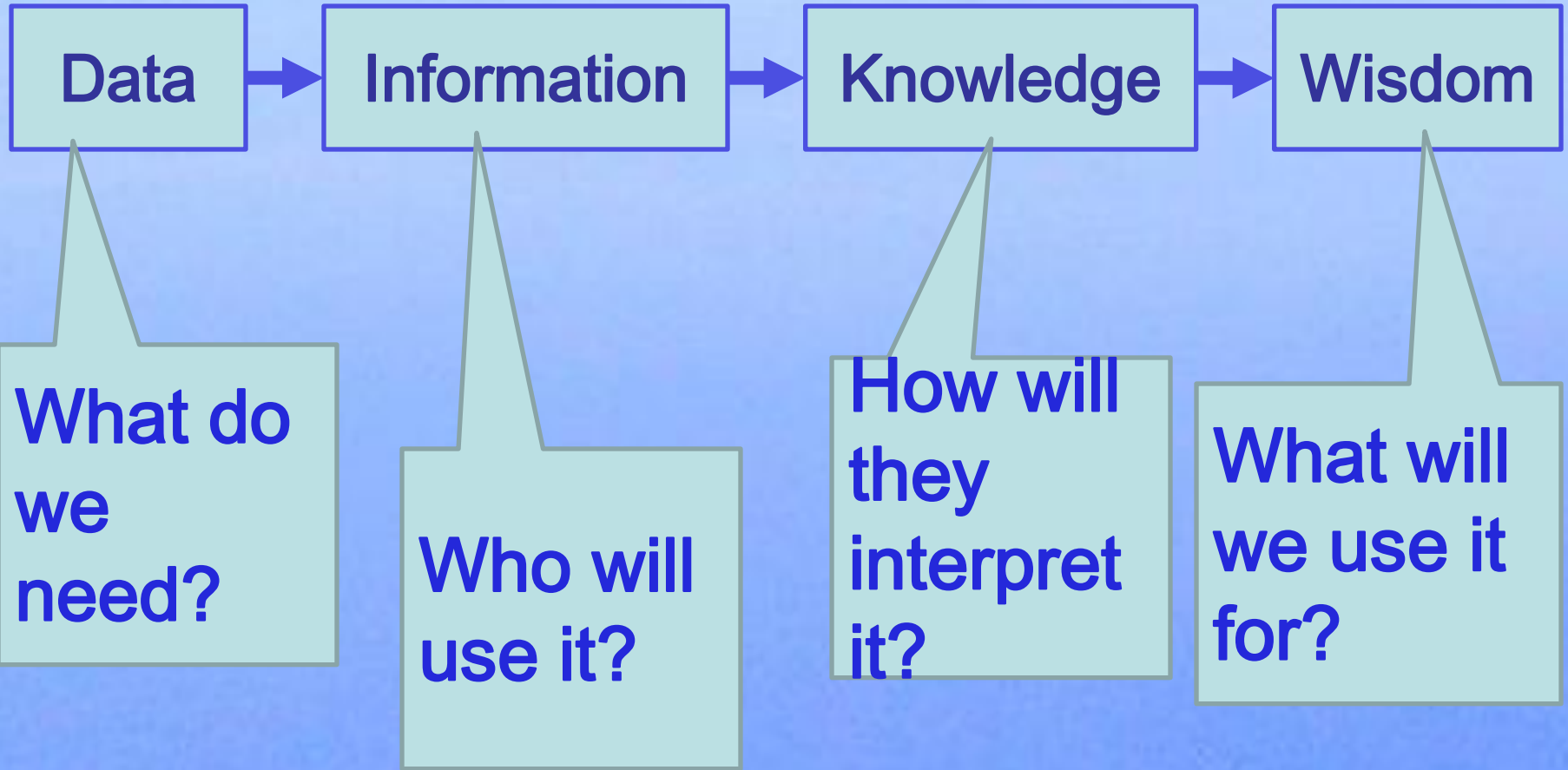
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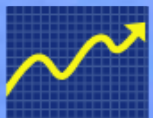
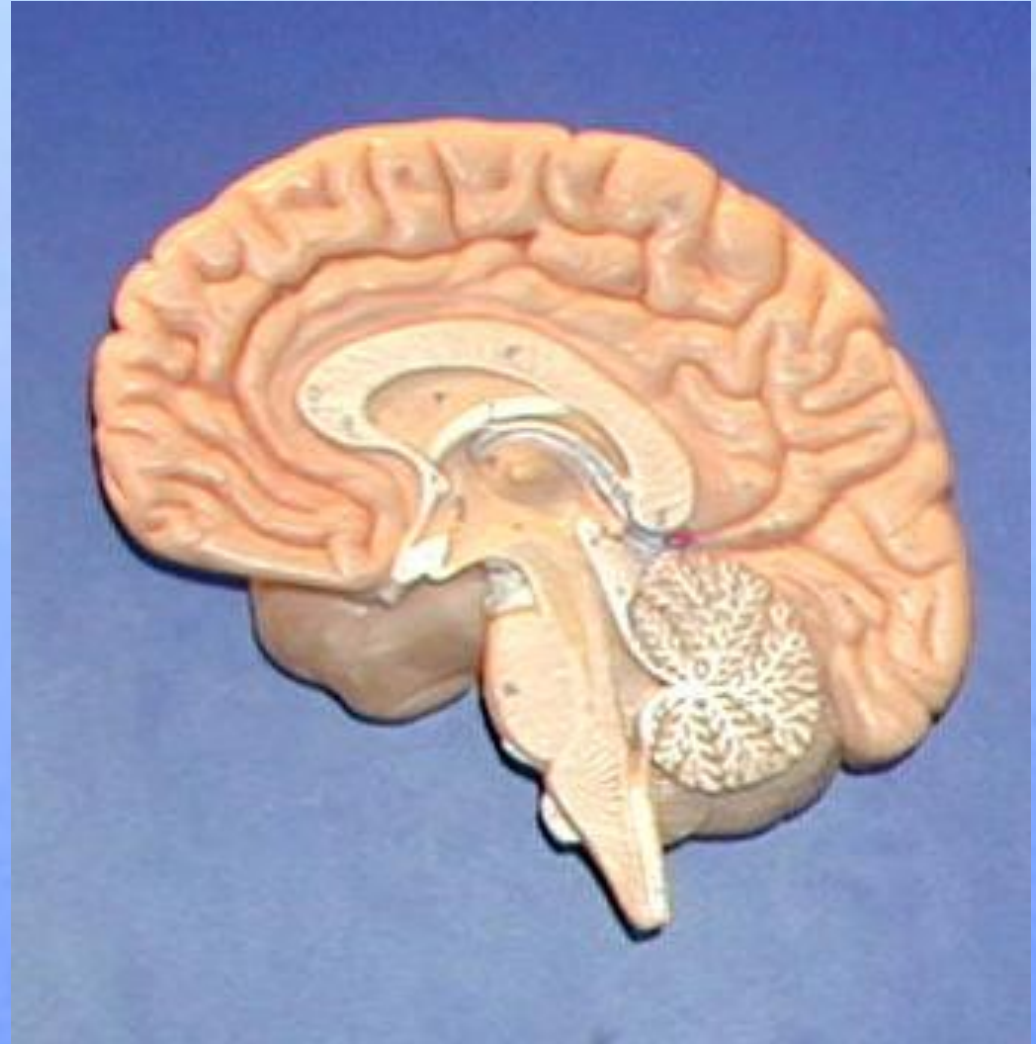


14

The Wisdom Chain



Knowledge



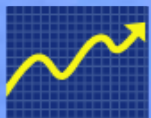
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Clear and Complete



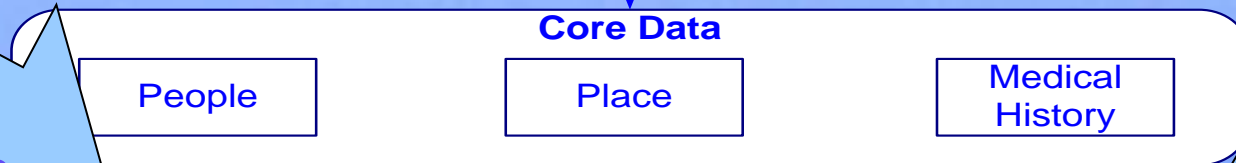
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Context

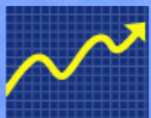
Customers



Data Improvement

Process Improvement

Sharing



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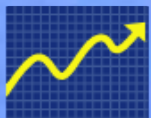


Data Creation and Maintenance

- New address
- New patient
- Changed property
- Changed conditions

Who identifies changes

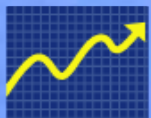
- New data
- Changed data
- Who checks it?
- Who includes it?
- Who owns it?



Data maintenance - responsibility



- If everyone contributes who owns the data?
- Who uses the data?
- Who ensures it is shared?
- Who ensures it is secure?
- Who provides it on time?



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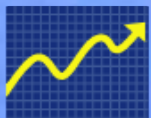
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Data Quality and Type

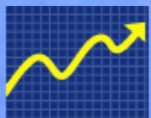
- **Hard Data**
 - Physical
 - Certain
 - Factual
 - Clearly measured
- **Soft data**
 - Opinion
 - Judgement
 - Probability based

Does the customer agree?



Constraints and Security

- Freedom of Information
- Data Protection
- All organisations have their own requirements
- No simple solutions
- Take legal advice – it is the organisation's directors who are responsible
- Funding
- Resourcing
- Those who say No



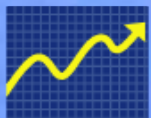
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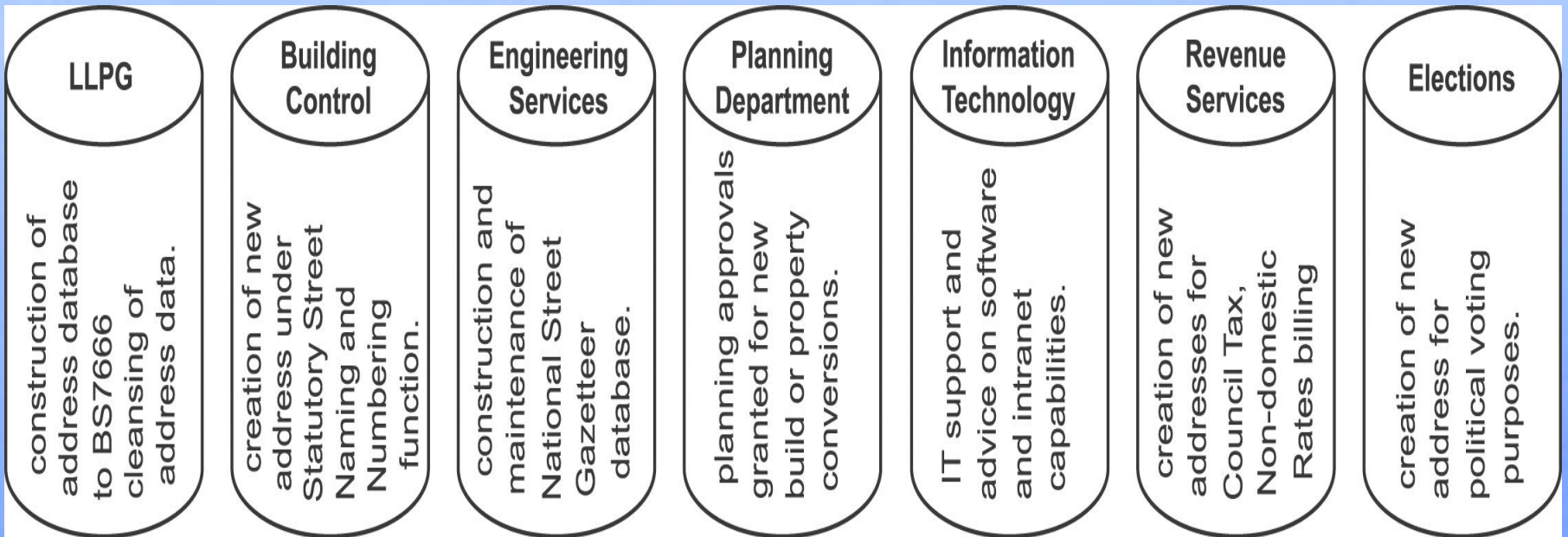
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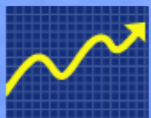
Industry	Problems	Questions and Solutions
Construction and property design 1987-89	<ul style="list-style-type: none"> • Errors • Misunderstandings • Wasted time and effort • Disagreement on practicality • Trust • Ownership • Legal issues 	<ul style="list-style-type: none"> • Major shared use amongst the whole team • Efficiency improvements • Cost savings
Address Data	<ul style="list-style-type: none"> • Imperfect data • Relationships between LAs and others • Internal relationships in LAs • Legal 	<ul style="list-style-type: none"> • Owned by central person in LA • Developed a national solution • Integrates data from all LAs • Linked to central database • Shared with other bodies, eg emergency services • Requirements defined by LAs and other users • Use XML ; Open Source • LAs agreed to universal adoption
Health	<ul style="list-style-type: none"> • Imperfect data • Multiple relationships • Disagreement on practicality • Cannot assume a national solution • Provide central database 	<ul style="list-style-type: none"> • Who defines the requirements, the format and the ways in which data can be shared? • Who needs data for KPIs and funding aspects? • What data do they need? • Who will drive development?



Seven Silos



From the Case Study prepared by David Heyes, Wigan MBC, for the Valuebill Starter Kit April 2005.



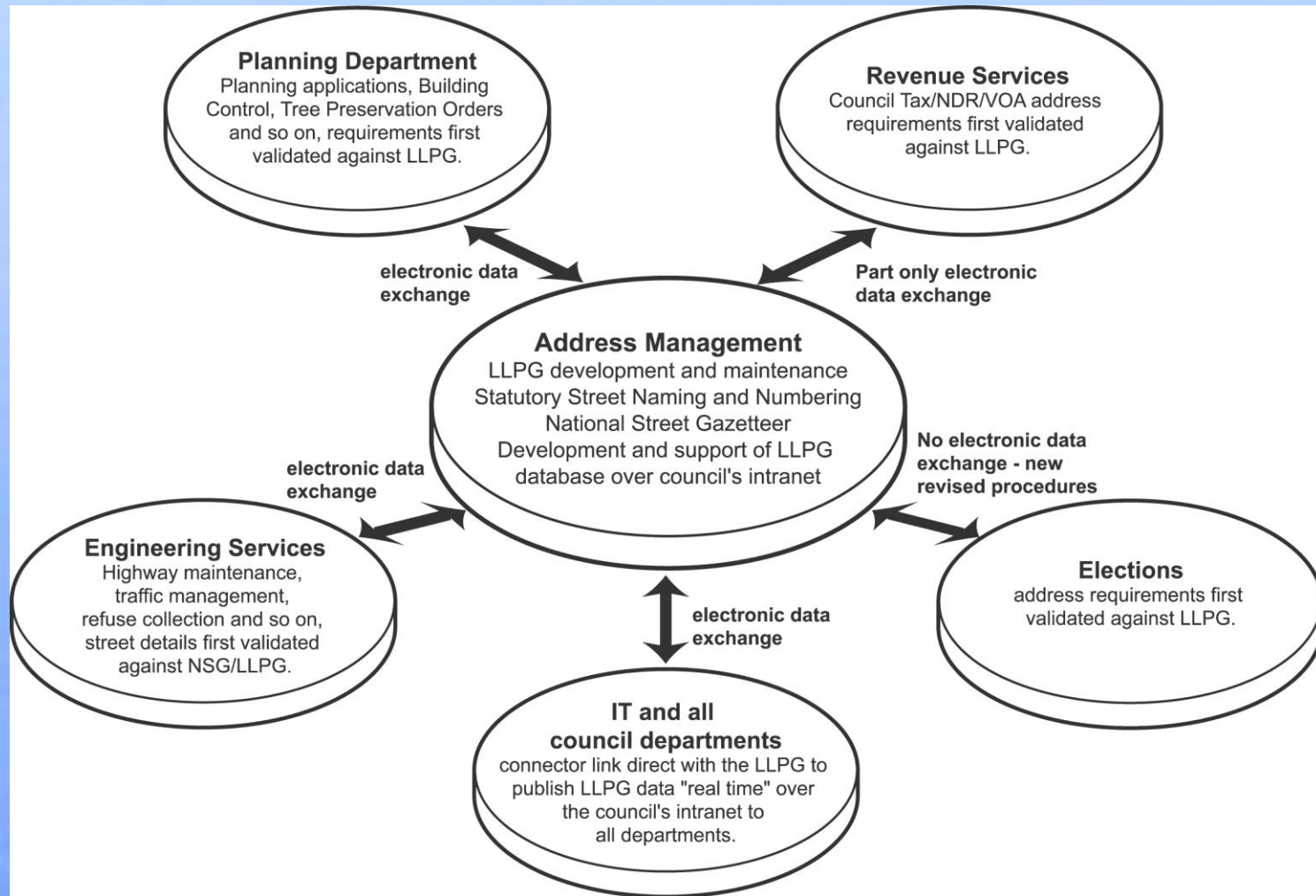
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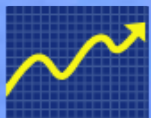
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Joined up thinking



From the Case Study prepared by David Heyes, Wigan MBC, for the Valuebill Starter Kit April 2005.



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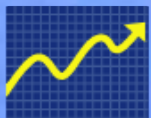
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Benefits

- Eliminated duplication
- Improved efficiencies
 - Democratic process
 - Easier to meet NCC/INSPIRE obligations
 - Allotment planning
 - Better bus routing – environmental savings
 - Customer services
 - Security: CCTV and its use
- Increased revenues
- Reduced costs:
 - Data maintenance
 - Licences
 - Mailing
 - Planning application processing
 - Surveys

Source: Underpinning Transformational Government, celebrating ten years of the NLPG



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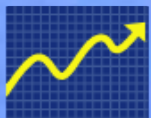
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Realising the Benefits: Summary:

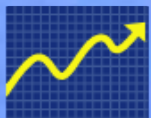
- Think corporate; benefits across the organisation
- Agree the needs and priorities
- Pilot for best practice
 - Data Standards
 - Exchange protocols and compatibility
 - Clean data
 - Clear ownership
- Rollout
- Communicate
- Use cross-functional teams – say No to Silos
- Include the supply chain
- Change the processes
- Complex - requires behavioural changes



Benefits

- Problem Avoidance:
 - Whose house and mortgage?
 - <http://uk.news.yahoo.com/5/20100506/tod-workmen-flee-after-digging-up-wrong-870a197.html>
 - Pig casts protest vote, Uckfield “The flat is listed as being named ‘The Pig’”

The Times, May 13 2010



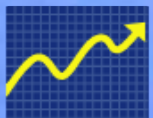
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Thank You



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