Wolverhampton
City Council

Response to Request for Information

Reference   FOI 071527
Date   07 July 2015

Organisation Analysis, Reporting and Data Quality Practices

Request and response in 'blue':

I would be obliged if you could provide by email some information on the organisation's Analysis, Reporting and Data Quality Practices, namely;

1.   Relevant to the above, does the organisation have any Frameworks/Preferred Supplier Lists in place?
     We don't have any preferred supplier lists, however the contracts register can be found on the Council website, see link below:
     http://www.wolverhampton.gov.uk/CHttpHandler.ashx?id=6768&p=0

2.   If yes to Q1 – How can these be applied to? (i.e. GCloud/Achilles/etc.)

3.   Which department(s) within the organisation (if any) are responsible for Business Intelligence?
     There is currently no single department that is responsible for Business Intelligence within the local authority. There is a Business Intelligence Team based within the Corporate directorate who are primarily responsible for providing Business Intelligence around social care, however, Business Intelligence throughout the rest of the organisation is undertaken by individual analysts based within various teams.
     There is currently a strand of the Local Authorities C3 (Confident, Capable Council) programme called Future Performance which aims to ensure that there is joined up approach to Business Intelligence within the Council and this is in the early days of being established. This is being led by the Transformation Service.

4.   Which department(s) within the organisation are responsible for Data Quality?
     As with Business Intelligence there is no single department that is responsible for data quality within the Local Authority. Individual system owners (or teams that manage systems) are responsible for the quality of the data within each system. There is a corporate data quality strategy for which the Information Governance Team have responsibility and a consistent approach to system data quality will be part of the Future Performance implementation.
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5.   Which Tools / Software are currently being utilised by the organisation for Business Intelligence and Data Quality? (i.e. SAP BusinessObjects/Pentaho/MicroStrategy/Microsoft BI/etc?)
Standard Microsoft office programmes are used along with more specialist solutions such as Business Objects, SQL Developer, GIS and data extraction and analysis tools that are provided by systems providers as part of the systems package. A number of dashboarding tools are also used for business intelligence presentation including SAP Dashboard Manager 4 (previously known as Xcelsius) and Qlikview. A corporate dashboard solution is currently being explored.

6.   Does the organisation have any Data Governance Policies / Procedures currently in place?
We can confirm that the department holds information that you have asked for in relation to the above. However, the information is exempt under section 21 of the FOI Act because it is reasonably accessible to you, and I am pleased to inform you that you can access it on our website via the following links:

http://www.wolverhampton.gov.uk/search?q=data+protection+policy&go=Go

Section 21(1) of the Freedom of Information Act exempts disclosure of information that is reasonably accessible by other means, and the terms of the exemption mean that we do not have to consider whether or not it would be in the public interest for you to have the information.

You can find out more about Section 21 by reading the extract from the Act, available at:
http://www.legislation.gov.uk/ukpga/2000/36/section/21

7.   Are you able to provide names of departmental leads responsible for Business Intelligence / Data Quality / Information Management?"
Charlotte Johns – Head of Transformation