

Information Management Strategy

Scope

The Information Management Strategy affects all aspects of the Fire Authority. It covers all information of interest to the Authority, and all processes and organisational structures.

Objectives

1. To provide an Information Management Framework enabling the Fire Authority to meet its vision and strategic objectives.
2. To enable the Fire Authority and the Fire and Rescue Service to operate effectively and efficiently.
3. To provide optimal processes to manage inter-linked information flows, avoiding unnecessary duplication of effort and the use of incompatible information systems.
4. To foster a culture of information sharing.
5. To ensure that timely, fit-for-purpose information is readily available to those requiring it, enabling members of the Fire Authority and Fire and Rescue Service to perform their roles and make effective decisions concerning the organisation's business.
6. To create a Service-wide acceptance of the importance of information by:
 - defining, and encouraging the implementation of, the principles of good information management;
 - widening access to information;
 - encouraging dissemination of information;
 - ensuring high levels of information-handling competence.
7. To provide access to information to the public through the Internet in an open and transparent manner.

Strategy

The Fire Authority expects information to be:

- collected at the appropriate time by the appropriate person;
- held once only;
- accurate and relevant (current, consistent, complete and authentic);
- seen as a resource to be made readily accessible to all, unless there are good reasons for confidentiality;
- usable;
- secure.

The Fire Authority further expects:

- the creation/receipt, storage, processing and dissemination of information to conform to legal, regulatory and ethical standards and Authority and Service guidelines and policies.
- members of the Authority and Service to know and exercise their responsibilities towards information;
- the particular needs of users to be addressed in line with Authority policy on diversity and minority groups;
- access to information and service provision to be cost-effective and consistent across the Fire Service for users in similar categories;
- to make reasonable provision for personnel required to work away from Fire Service premises;

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- it to be clear who owns a piece of information, who has the right to alter it and who is permitted access to it;
- members of the Authority and Service to understand why information is required, the benefits to the Authority and Service arising from its use and how those benefits may be realised;

The Fire Service will:

- ensure that its business processes are both effective and efficient, and will not assume that computerising an existing business process will resolve business problems; it recognises that the effectiveness and efficiency of its information systems depend upon the effectiveness and efficiency of the business processes that the information systems support;
- ensure that all staff are aware of the range of the Service's information resources, and that appropriate training is provided to enable staff to use information systems effectively and efficiently;
- promote an information-sharing culture with the public and partners, and will facilitate the widest possible access to all information according to the Publication Scheme.