

# Solution > ioko Detect 2004



## ioko Detect 2004

ioko Detect 2004 allows NHS and other public organisations to meet the requirements of the Freedom of Information Act (FOIA).

It is an 'end-to-end' solution specifically designed to allow active management of publication scheme content as well as handling the case management of individual citizen requests for information.

## FOIA Overview

The Freedom of Information Act 2000 became law in November 2000. It has a broad ranging impact on most public authorities, including the NHS. The Information Commissioner decided on a two-phase implementation plan for the release of information:

1. Approval and release of information via your publication scheme
2. General access rights to all other information not in the publication scheme

In Phase 1, each public authority has a specific date by which they must make their publication scheme list publicly available as well as all the content it contains. For the NHS this date was October 2003.

Phase 2 has the same implementation date for all public authorities. On 1<sup>st</sup> January 2005 any person has a general right of access to any information held by a public authority, assuming it is not subject to an exemption. The major difference between the two phases is the way in which the information is made available.

In Phase 1, all the information in your publication scheme is released, irrespective of whether anyone has requested it. We call this 'information push'.

In Phase 2, anyone from anywhere in the world can request specific information via 'a written request for information' on any subject, provided it is not covered by an exemption or the public interest test. Many of these requests may require specific effort to gather all the

information requested. We call this 'information pull'.

These two phases require a solution that is specifically tailored for both types of information flow. ioko Detect 2004 has been developed to handle both of these scenarios using the most appropriate and cost effective technologies available to the NHS today under the Microsoft NHS Enterprise agreement. With the addition of workflow and optional TNA2002 approved records management purchased via GCAT, ioko Detect 2004 provides a platform that can be expanded to meet all your EDRMS and workflow requirements.

## Impact on the NHS

The scope of the FOIA is far reaching and includes the following NHS organisations and independent practitioners:

- Acute, Mental Health and Ambulance Trusts
- Primary Care Trusts
- Strategic and Special Health Authorities
- General practitioners
- Dental practices
- Pharmacists
- Optometrists

All of the above must have released information as specified in their publication scheme by October 2003 and, from January 2005, must have a solution in place to gather and manage requests for information under the general access rights granted to all citizens.

Section 1a of the FOIA states that any person making a request for information has to be informed in writing, whether or not the public body holds any information of the description specified in the request. This is known as 'the duty to confirm or deny'. To be able to comply with this, the first action for any NHS organisation is to carry out an information audit. This covers all electronic and paper documents and files owned by the organisation. It is the duty of the organisation to fully audit all their information so they know exactly what they do NOT have when replying to requests.

## Key Benefits

- By releasing your publication scheme listing and content on your web site and making documents easily locatable via a search form, you can **reduce the number of information requests**
- As an option, we can configure and host your Web site via our Carelink service, this allows you to **publish the same content to both nww and www addresses**
- ioko Detect 2004 can be used by any NHS organisation to scan, index and store their paper documents as well as storing electronic files in a manner that **aids searching for information to answer requests** within the requirements of the FOIA 2000
- This solution stores all documents in document libraries, classified using a metadata taxonomy information profile. With the Meridio RM option, documents can be declared as records; becoming subject to retention and disposal schedules, GPMS and security access. **Documents and records are searchable by a variety of mechanisms**, including content, metadata and taxonomy classifications
- A workflow process is used to route General Access rights' requests to the appropriate department or individual and **expedite the actions needed to complete the response**. An audit trail is automatically maintained for the life of the request

## How ioko Detect 2004 Works?

ioko Detect 2004 is based on the ioko Common Solution Platform consisting of:

- Microsoft Windows Server 2003
- Microsoft SharePoint Portal Server 2003
- K2 workflow server
- Meridio Records Management (optional)

There are 3 configurations depending on whether you or a higher authority handles your case management:

- ioko Detect 2004 - The full solution including management of your publication scheme content, (with optional Web site/content hosting), citizen request case management (for full access rights queries from January 2005) and integrated document management to facilitate an online searchable repository.
- ioko Detect 2004 RQ – Citizen request case management only (for full access rights queries from January 2005). No publication scheme content management and no online searchable repository.
- ioko Detect 2004 PS - Management of publication scheme content only (with optional website/content hosting). No request management and no online searchable repository.

## Publication Scheme Management

A publication scheme is a listing of all the categories of information that are being released by a public authority. The Information Commissioner has made a number of model publication schemes available that may be used 'as is' or adapted for specific needs. Once approved, an organisation must make all the information available, whether or not anyone has requested to see it. The

individual schemes are valid for up to four years after which they will be re-approved.

Every document in the publication scheme has the following details associated with it:

- Category
- Description: outline of the content
- Format: available in paper or electronic
- Fee: whether there is a charge for it

Once you have published the content, you have to actively manage it. For example, you must update the version on your website as soon as possible when a new version of a patient leaflet is approved to ensure that citizens accessing information via your publication scheme listing get the current version.

ioko Detect 2004 stores your publication scheme content in a document library. The document library content is monitored and once a day any changes are uploaded to your Web site, ensuring that citizens always receive the latest available version.

## Request Case Management

The FOIA states that 'requests for information' must be made in writing, state the name and address of the applicant and describe the information requested. ioko Detect 2004 allows these requests to be lodged via three different routes:

- Using an Internet form from your Web site
- Using an internal form on your intranet
- Using paper (letters/faxes)

All application types are handled in the same way. When an Internet form or an internal form is completed and submitted it automatically creates a workflow case folder specifically for that request. When a paper request is received it is scanned, the image is stored as a .TIF file and automatically attached to a new workflow

case folder. All requests follow the same workflow process map that is tailored to your requirements.

Each request has to be processed and monitored separately. The first stage is to gather the requested information, whether electronic or paper. These have to be read to ensure that any content in the document that may be subject to an exemption is properly redacted so that exempt information is not released to the applicant. Once all the documents have been redacted the case folder is forwarded to the FOIA manager who converts the documents into the required format for sending to the applicant.

ioko Detect 2004 has a workflow based case management process that monitors each request. The solution can generate automatic status alerts (emails and letters) as the case progresses, keeping the applicant informed as to where their request is. At any stage in the process an editable template-based response can be produced and sent. A constant watch is kept on the 20 working day response target, including a 'stop the clock' facility that adjusts the response time when awaiting a reply from the applicant. All requests are automatically prioritised according to how close they are to the response deadline.

## What Next?

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