



Award Winning Uttlesford Succeed With CMIS

Runners up in the Computer Weekly E-Business Excellence – Knowledge Management Awards for the improved access provided to the democratic processes of the Council, Uttlesford District Council have proved that the original purchase of CMIS has continued to help them achieve their IEG objectives and provide true cost savings.

Uttlesford District Council took a decision to provide all 42 elected members with remote 24 hour access to committee papers, both current and historical, from their own homes or at the Council's offices. It had been estimated that the Council was spending in excess of £8,000 per annum just on paper, as well as significant printing, distribution and staff time costs.

Once funding became available the Council's IT team, led by John Mercer, Head of IT and Audit Services, were given just 3 months to design, develop and introduce a system.

"We knew we needed some kind of Intranet", explained John Mercer. "But it had to be straightforward and suitable for any user in the Authority."

Before the project Uttlesford had not previously been an Enline customer, "we were impressed from the outset by their understanding of the problem and experience with local government", John commented. "Furthermore, their CMIS (flexible management system for modern governments) appeared to meet all our needs in one package."

CMIS

CMIS addresses the need for member services staff to be able to manage more effectively the cabinet or committee structure and cycle and for Council Members, Officers and Citizens to search for and find minute, report, agenda or resolution information from previous meetings. As an Intranet implementation, any authorised individual using a browser-enabled device from home or an office can access it. CMIS can form the basis of an authority-wide Intranet or it can integrate with an existing network.

John Mercer explained, "We were helped considerably by CMIS, which is ideal for the novice users as it is logical and largely intuitive – most features are in there and where you would expect to find them."

Web Based

The final phase of the project was to improve citizen access to the democratic process. A new web site has been built and a search engine to allow the public to access all public domain documents.

Security is paramount for any Internet facing application. CMIS was installed and secured on a server running a hardened operating system. The system is hosted behind a Firewall to ensure that not only is the server not compromised, but none of the other servers within the authority are compromised either.

Uttlesford were delighted with both the speed and overall cost of implementing Enline plc's solution.

"CMIS has been very well received by everyone in the Authority", commented John Mercer.

"Converting all the old committee papers proved time consuming but now the ability to search back through some 3,000 documents going back ten years has proved invaluable. We set ourselves some very ambitious targets at the outset and only achieved them because of Enline and their support."

Joined-up Government

"Implementing CMIS and making it accessible over the Internet is an important step forward in meeting the Government's 2005 e-government target and in encouraging participation in the local democratic process."

John Mercer, Head of IT and Audit Services Uttlesford District Council.

