

**oyster**ims\*

Information Governance Specialists

Consulting - Software - Service

# Information Governance Services



We are Oyster IMS, a consultancy-led information management and information governance business delivering expert advice, working with best-of-breed software products and offering on-going and enduring services to public, private and third sector organisations. We help you to create, capture, store, manage, share and preserve your information and data in a secure, compliant and cost-effective fashion. We offer everything from one-off point solutions to solve a particular problem to a full multi-year end-to-end managed service.

## Consulting

Our team of qualified, experienced consultants can help with current state assessment, strategic review and programme development as well as overseeing the delivery of your entire information governance programme.



## Risk & readiness assessments

It is always a good idea to find out where you are now in relation to the goals you wish to achieve and our risk and readiness reviews do just that. In a compliance context, this might involve understanding levels of readiness for new pieces of legislation or regulations, but the service can also take the form of high-level systems health checks, understanding levels of staff awareness or reviewing operational structure and processes. Outputs usually include a maturity model rating, gap analysis and an action plan for change.



## Data & information audits

A deeper dive into more specific areas to diagnose issues and help you build the case for change. This invariably involves a business engagement in the form of interviews or questionnaires to build data inventories, process maps and understand the current systems in use. These detailed records are usually risk assessed to ensure that a prioritised plan can be produced for a single project or a programme of works.



## Programme oversight & delivery

Unlike many other consulting-led organisations, nothing gives us greater pleasure than to stay involved to help the implementation of any action plans, project plans or programmes of work right through to benefits realisation. This can take the form of ongoing, strategic oversight or we can provide individuals or teams to deliver the whole programme whether that be process re-design, system implementation or staff training and awareness.

## Software

We work with best-of-breed software packages to provide the functionality you need to support the implementation of your information governance programme



### Document & records management

Modern EDRMS solutions allow you to share information for efficient processing but control and monitor access to ensure security and compliance. Our aim is to build best practice into your existing environment or we can integrate additional functionality to provide the right levels of confidentiality, integrity and access to your information alongside the management of retention and disposition.



### File analytics

File analytics software uses the latest AI techniques to mine the structured and unstructured data stored within your organisation allowing it to be placed under management, transferred elsewhere or deleted. File analytics allows you to find and extract valuable information which may need to be preserved or which can be exploited for the benefit of the organisation. Alternatively, it could be used to start reducing the amount of information held through the removal of redundant, outdated or trivial information (ROT).



### Privacy management

A new breed of software solution that allows you to operationalise a whole compliance programme including data, processes and activity. For example, data protection management tools will provide a central, shared repository for data maps and records of processing whilst allowing full and ongoing risk assessment. This can sit alongside fully audited consent management and vendor compliance assessments all controlled from a central dashboard.

## Service

Our world-class implementation team ensures that the solutions and programmes we recommended work the way you want them to and, if required, we can continue to support, administer and host your products to ensure consistency and continuity of service provision.



### Implementation & delivery

Our implementation methodology has been built up over many years and we can offer traditional or agile approaches. We understand all the issues that are likely to arise during most types of implementation and build quality into the entire programme. Because we understand information and the way it is used, data migration is a particular strength across the team.



### Software & solution support

We run a full-service, ticketed help desk and solution support function to make sure that your chosen solutions work as implemented. Duplicate environments are kept to allow us to replicate any unusual activity and we like to include monthly or quarterly on-site visits to carry out health checks and keep systems running optimally.



### On-premise/ hosted managed services

Software solutions can be provided on-premise, in your data centre or via an Oyster IMS private cloud. We can also run a full managed service with our team providing all infrastructure and system administration services allowing you to mobilise quickly and scale up or down when required.

Consulting	Software	Service
 <p><b>Risk &amp; readiness assessments</b> Short, sharp engagements to produce action plans for change</p>	 <p><b>File analytics</b> Data mining tools to understand and manage structured and unstructured data.</p>	 <p><b>Implementation &amp; delivery</b> World-class delivery teams offering traditional and agile approaches.</p>
 <p><b>Data &amp; information audits</b> Deep dive engagements to develop whole change programmes.</p>	 <p><b>Document &amp; records management</b> Best-of-breed software solutions delivering practical information governance.</p>	 <p><b>Software &amp; solution support</b> Full-service solution support and system administration services.</p>
 <p><b>Programme oversight &amp; delivery</b> Ongoing management of projects and programmes.</p>	 <p><b>Privacy management</b> Tools to operationalise privacy programmes and manage ongoing change.</p>	 <p><b>On-premise/ hosted managed services</b> Infrastructure provision to support your organisational strategy</p>

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