

Information Governance Case Management

Simplify information requests with an intuitive case management solution

Organisations can receive numerous information requests on a daily basis. Your teams must prioritise and respond to these requests in a timely and accurate manner; with investigation and response procedures requiring multiple systems, people, and manual integration tasks.

Maintaining records and responding to requests in a timely manner can be complex and time-consuming; especially when dealing with numerous or a heavy backlog of requests.

Civica Information Governance helps smooth this process.

The team has been fantastic. We have received nothing but friendly and helpful support with the team really getting to grips with our processes to ensure the system works for us."

Jo Beer, Head of Information Governance, Torbay Council

Encompassing

Civica Information Governance provides a wide range of organisation specific workflows and templates to comply with relevant legislation and regulations. Including - FOI, EIR, SAR, Police and Third-Party disclosure requests, Data incidents and more

Responsive

Improve the outcomes of information requests, benefit from automation to accelerate response times. Track cases with deadline reminders, automated responses and reporting.

Secure

Data requesters must be verified, and information sent securely, ensuring no data is improperly shared. Civica Information Governance supports multiple customer identity methods, password-protected content delivery, and automated redaction that protects ALL your customers private data.

Single Platform

Repeatedly performing disconnected manual processes is inefficient and leads to inaccuracies. Raise your team's productivity by implementing Civica Information Governance.

Key takeaways

- 1 **Efficiency** - workflows optimised for your information requests
- 2 **Automation** - templates and reminders ease regulatory requirements
- 3 **Clarity** - full visibility and reporting on cases and trends

25 years

Case management
experience

Learn more:

civica.com/information-governance

Contact email:

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Civica

- We have 20+ years' experience of implementing digital workplace solutions for organisations of all sizes in both the public and private sectors
- Helping more than 3,500 organisations make every day better with cloud technologies
- We can rapidly configure new solutions with no need for lengthy bespoke development
- A fully browser-based, responsive design optimises the experience on any device for customers and users
- The platform underpinning our case management solutions is mature, secure, and scalable, and accredited under ISO 9001 and ISO 27001
- Delivery of SaaS solutions removes the need for you to procure, install and manage hardware; and ensures scalability
- Your data is kept private using single-tenant database schemas, and protected through regionalisation

Why Civica Information Governance?

Civica Information Governance is a case management solution designed specifically to help public services manage and report on all information requests, including - FOI, EIR, SAR, third-party disclosure requests, data incidents and more.

Built on the Civica Case Management platform, powered by iCasework, provides:

Case Management

Take control, tracking cases in a single platform, no matter the origination source. Case handlers can access all information and communication relating to the case from a single cloud-based system.

Upcoming case actions are clearly visible on case views and timelines.

Ensure data privacy

Automated redaction of documents, PDFs, images, emails, and more. Intelligently blank-out sensitive information not relevant to the case file, protecting all involved.

Simple identity verification

Secure information requests with multi-factor identity verification. Those requesting information can be matched by email, mobile number, or reference number to validate details.

Intelligent collaboration

Work smarter together, easily allocating cases or specific tasks to teams or individuals. Collaborate effectively through case chat or email to support efficient working practices.

Escalation Control

Appeals and specific complaints can be easily escalated to specialist handlers, automatically generating relevant actions to deal with the issue.

Disclosure Log

Automate the publication of redacted responses to your disclosure log and help requestors to locate information they need and save further requests.

Automated Correspondence

Save time and minimise potential issues automatically generated template acknowledgments and correspondence. Letters and emails are automatically prepared, ready to edit and send.

Record and Report

Every case has a full activity audit trail, providing a comprehensive record, presented through a visual timeline of a case's progression.

Automated dashboards and reporting can highlight issues and areas open to improvements.

Find out more

Find out how Civica Information Governance can integrate into your systems and help your teams do more.

Visit us [online](#) or email us at casemanagement@civica.co.uk

Learn more:

civica.com/information-governance

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