

# IS & IT sourcing strategy

Revenue and Customs  
Prosecution Office



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**Hedra, a Mouchel Group company, helped RCPO to establish an effective IS/IT strategy across its business functions.**

## What was the challenge?

In building the IS/IT strategy for Revenue and Customs Prosecution Office (RCPO) the following challenges were just some of those presented to Hedra, a Mouchel Group company, consultants to analyse and recommend a coherent IS/IT strategy to address the following challenges covering Corporate, Information and Infrastructure services:

### Corporate Services

- the present Human Resource (HR) solution does not reflect the realities of RCPO in terms of organisational HR needs
- the present HR solution is difficult to manage and is not integrated into the RCPO finance solution (Cedar)
- no corporate governance in place with respect to ISO 15489 (Records Management).

### Information Services

- no effective Management Information System (MIS) in place
- no effective, compliant electronic Case Management Solution in place
- no Electronic Records Management (ERM) in place
- no effective Electronic Document Management (EDM) in place across RCPO.

### Infrastructure Services

- no service performance metrics in place to manage a reliable service provision
- no use of directory services or any basic administration rights for RCPO staff
- no reporting on security issues such as security breaches / down-time or malicious behaviour.

## How did Hedra support RCPO?

To help RCPO meet its needs, Hedra worked collaboratively to identify the key stakeholders both internally and externally across the Law Offices family and Her Majesty's Revenue and Customs and its suppliers to identify all the potential options for future IS/IT service provision. Hedra used its standard methods for IS/IT strategy development to accelerate the overall process to meet the clients challenging timescales and budget as well as bringing its in-depth understanding of the Criminal Justice System.

Through close collaboration with the client, HMRC and its suppliers and the Law Officers family, Hedra was able to provide to RCPO a clearly defined IS/IT sourcing strategy for future IS/IT service provision. Options were provided across 15 business functions covering Corporate, Infrastructure and Information Management services. This covered a set of clear options and recommendations for business applications and technical infrastructure including infrastructure provision; case management; records management; HR; finance; Intranet; Internet; Management and Preparation of Evidence (MPE) and MIS.

## What was achieved?

The project delivered to RCPO the following benefits:

- a documented holistic view of RCPO's IS/IT requirements
- the creation of a pragmatic approach to future IS/IT business solution service provision from existing outsourcing partners and other law officer organisations
- an effective business solution sourcing framework
- future organisational skills requirement.