Development of a National Technologically-based Management Information System –
Annex B: MIS Evaluation Visit Findings

research

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The majority of Management Information System (MIS) systems developed for Information Advice and Guidance (IAG) activity have mainly been developed in house and are under continued development. With the exception of London Lifetime Careers (LLC), MIS applications are not being actively marketed.

Gloucestershire MIS (GO)

Gloucestershire have implemented a comprehensive web based MIS solution for access by their providers/Local Learning and Skills Council (local LSC) and other key stakeholders.

The application captures information via electronic forms that are based on the national Learning and Skills Council (LSC) requirements.

These forms contain validation rules to minimise any errors in capture/submission of data.

A comprehensive reporting module has been developed to analyse and report that includes advanced filtering options.

Secure access is given to users at provider/IAG Partnership and local LSC level with different user rights, allowing relevant information to be passed to different users of the system without the need to physically email/post statistics.

One of the additional features that has been built into the application is the ability to use an offline database and upload the data at a later date if internet access is not readily available.

Kent Careers Guidance

Kent has a central database that is accessed by providers over mobile technologies (GPRS). Information is fed directly into the database from providers.

The database is linked to a comprehensive Geographical Information System (GIS) that allows the plotting of client activity on a map of the region, allowing some advanced charting a graphical representations of IAG activity within the region.

Management Information (MI) is generated from the database and sent to the local LSC. Every quarter, a brochure is created with analysis of activity and circulated to providers/local LSC for information. This information is also published on an extranet for electronic access to data.

The system may require comprehensive technical knowledge and Information Technology (IT) skills to install and use.

It is a very good tool for analysis.

The reports are also used as part of the self-assessment and performance review process developed this year so that the final report will comprise a self assessment report with a development plan which will feed into the delivery plan for 2003-2004.

This development was funded via the Quality Development Fund (QDF)..

London Lifetime Careers

The MIS development was started in 1999 as one of six national pathfinder projects. Developed in Microsoft Access, suitable for ease of distribution and a good tool for the size of the IAG Partnership.

Three key stakeholders were identified:

> Clients;

> The local LSC; and

> The Lead body.

Each stakeholder required different information from the application.

Suppliers work to defined quality standards. Suppliers input directly into database whilst with client.
The application has been designed to be easy to install and use as many suppliers do not have a dedicated IT resource. Some reports are available via a single click and generate stats to the LSC requirements (Table 1, 2, 3 and CDL 14). Data is exported to an excel format in three separate files and sent from supplier to IAG Partnership via floppy disk. Floppy disk media was decided upon as this was the most universal method for sending data. Not all suppliers have internet access.
For the first launch, only basic client data was sent - name/address/service received and from who.
Used a Geographic Information System (GIS) to identify trends across the IAG Partnership area.
Collaboration with the local LSC over copyright meant that London Lifetime Careers was able to market the access database.

The benefits of the MIS are:

> Ability to store multiple episodes against a client;

> Identification of priority groups and target clients;

> Ability to record referrals;

> Ability to print out details stored against a client for data protection purposes;

> Invoice generation based on activity;

> Ability to profile a contracted unit;

> Cost effective solution; and

> Allows an IAG Partnership to manage suppliers more effectively.

Further developments include the inclusion of an email module to replace existing floppy disk methods as internet availability has now become more widespread

Any additional information that is relevant to a client can be stored in a notes section that is not exported as part of the MI submission.

For more information visit www.lsc.gov.uk

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