

Quality Assurance Agency for Higher Education use Bramble.cc to plan their route to improved information management...

The Quality Assurance Agency for Higher Education has responsibility for the standards of higher education qualifications and has a mission to inform and encourage continuous improvement in the management of the quality of higher education. Based in Gloucester with approximately 130 staff, there is also a small office in Glasgow.

QAA currently manages its electronic documents and records in a Microsoft NTFS server/workstation environment, and the current drive facility is reaching capacity and seen to be “teetering on the brink” of technical usability. Exchange 2003, MS SQL Server and Enterprise Vault make up part of the current technical landscape, and there are plans to move to virtualised servers based on Vmware in the near future. There is a new, bespoke case management system, QMIS, based on C# and .NET technology, and a company called Trigger has recently implemented an application called ARCS. Exchange public folders are used to provide an extranet.

Whilst QAA has a number of existing guidelines for records management, including naming conventions and version controls, and there are some existing security controls on the drive, there is a recognition of the need to move to a better information management environment overall, including more standards electronic working. QAA has visited organisations in the same sector who have implemented EDRM based upon the TRIM package from Tower Software, although this appears to have taken a significant period of time to implement, for various reasons. Whilst QAA wish to explore implementing EDRM, it wishes to investigate all available options from a business, information and technology view-point and have engaged Bramble.cc to produce an independent and objective report on available options based on the business, information and technology needs of the QAA.