

Friday 3rd August 2018

To the Freedom of Information manager

Re: Freedom of Information request and Digital Mailroom

I am writing to you today to request information on the progress you have made towards the Digital Strategy, originally published in 2012.

I would be grateful if you could respond to the following questions relating to the way in which you receive and process inbound communications:

1. Do you currently operate a Digital Mailroom (definition; the process of scanning inbound physical mail on arrival at your premises);
 - Yes
 - No
 - We do not receive any physical mail

2. If you do operate a Digital Mailroom, is it an outsourced service or managed internally?
 - Yes this is outsourced;
 - What is the name of your provider?
 - What is the length and end date of this contract?
 - Are you provided with staff onsite or is post re-directed to the supplier's facility?
 - If Managed Internally:
 - Will you be looking to outsource this service in the future?
 - How many full time employees manage the operation?
 - No, we do not operate a Digital Mailroom

3. If you are considering outsourcing this service, when do you expect to start this project?

No Plans, Within 6 months, Within 12 months, Within 18 months, Within 24 months

4. How many physical mail items do you process on a daily basis?
 - a) Under 100 mail items per day
 - b) Between 101-250 per day
 - c) 250-500 per day
 - d) 500-1000 per day
 - e) <1000 per day

5. If you do plan to implement a Digital Mailroom how will you manage the procurement?
 - OJEU: Yes/No
 - Framework: Yes/No -

If yes: Which framework will you use?

- Procurement stage already completed: Yes/No
- We will not be implementing this service.

6. If you already digitise your post, how do you host and share your images?
 - EDMS (Electronic Document Management System): Yes/No

If yes: Which EDMS do you use and what is the length of the contract/licence for this service?

- Shared drives: Yes/No

- Online portal: Yes/No

If yes: What online portal does your organisation currently use and what is the length of the contract/licence for this service?

- Other:

7. Who is the person responsible at your organisation for Digital Transformation projects of this type and their contact information?

If unable to provide an individual's name, please provide full job title and name of the department in which the individual is based.

I would like to thank you for your time in dealing with my request of information. If you have any questions regarding this request then please do not hesitate to contact us.

Regards,

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