



**INFORMATION
COMPLIANCE**

Agenda

- Intro to AXLR8
 - Company History in Public and NFP Sectors
 - Core expertise
- Request Tracker
 - Workflow
 - Users
 - Public disclosure
 - Reports
 - Admin
- Business Case

Who are we?

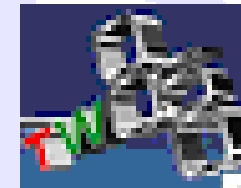
- AXLR8 formed 1992 as in house project
- Created success
 - 300 of Times Top 1000 plus banks, PS,
- TechVest venture capital
- 2002
 - Pathfinder Project with WSCC
- 2010
 - Profitable with 450 clients
 - major technology assets
 - Verticals & scalable “productisation” strategy



The business where AXLR8 developed their system grew so fast it needed 7 office moves in 6 years. This was the final one before Hummingbird acquired the company. The directors reinvested the money in developing and marketing AXLR8 systems.

Customer Awards

- Winner: Technology for Marketing 2007
- British Computer Society Awards 2006
- Technology Wales 05 finalist
- DTI awards in 2006.



Community projects

AXLR8 Triathlon

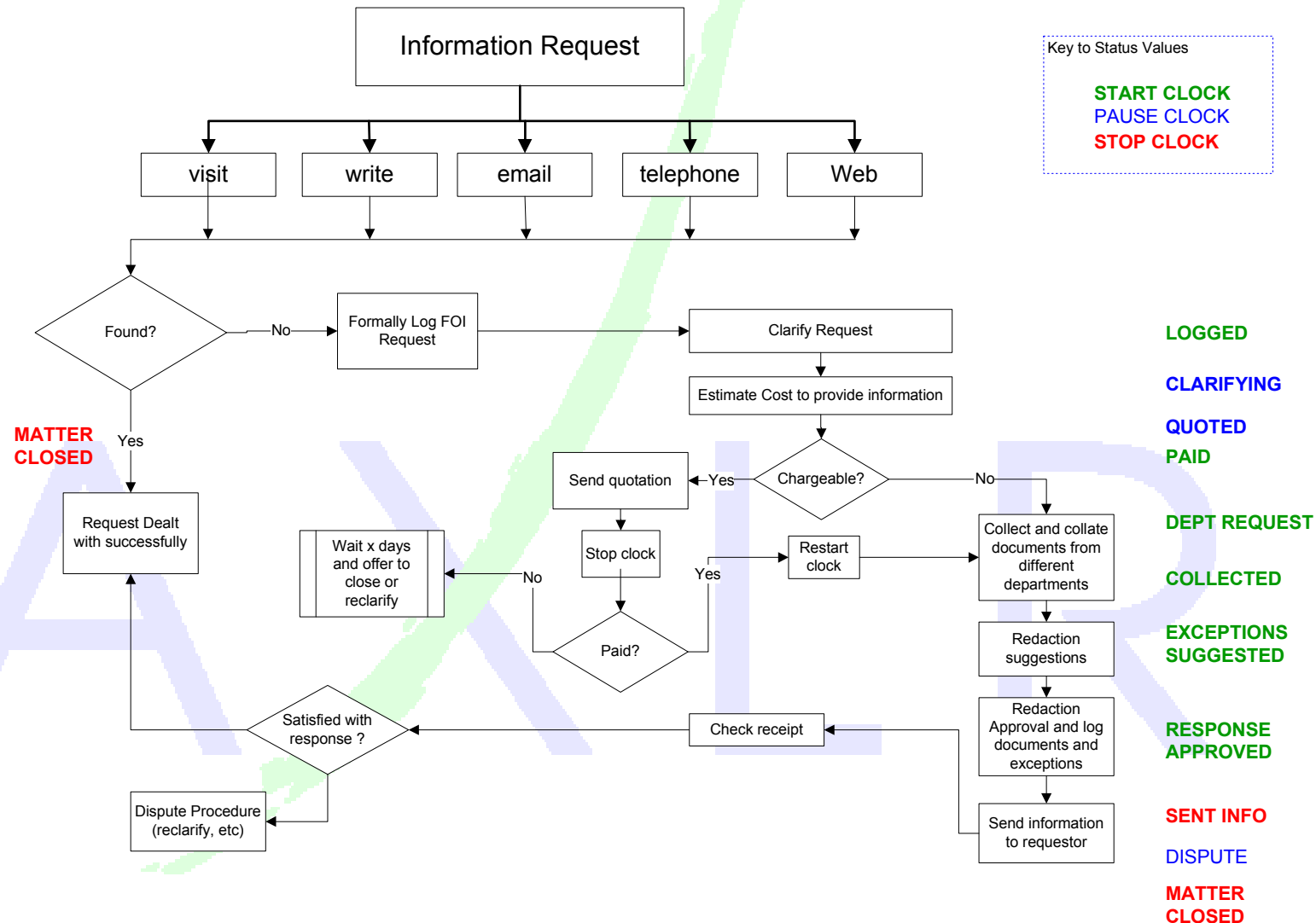
2010 (7th year) 1200 people, 80 volunteer helpers, 30 commercial sponsors...

Cumulative £70k+ raised for Cancer Research UK and Naomi House Children's Hospice & Thames Valley and Chiltern Ari Ambulance




AXLR8 Egg Race 2010 *watch this space!*

Workflow Supported



Authorisation




Dunwell
Borough
Council

Please enter your User name and password to gain access to Web FastTrack.

User Login:

Password:


[Login](#)

Web Fasttrack system by 

Secure private log in to the system


8

Information Request Manager

<div> Dunwell Borough Council  </div>									
Information Request Management Portal Select Contact Create New Information Request Item Reports Menu Logged in as jon									
Search String: <input type="text"/> Type: <input type="text"/> Contact Full Name: <input type="text"/> Owner: <input type="text"/> Filter: <input type="text"/> Open: <input type="text"/> Refresh: <input type="text"/> Logout: Logout									
Found Information Request Items: 5 Bottom of page									
No	Information Request Details								Order Date Received Asc or Desc
53	Contact	Description	Robin Eccles not much	Request Type	FOI request	Date Received	20/10/2008 14:03	Date Due	17/11/2008
	Exemptions	Not Set				Department	More than 1 dept	Owner	jon
	Status	Logged							
30	Contact	Description	Robin Eccles Library Fines	Request Type	FOI request	Date Received	17/10/2008 13:13	Date Due	14/11/2008
	Exemptions	Not Set				Department	CS	Owner	jon
	Status	Acknowledgement Sent							
26	Contact	Description	Robin Eccles Parking Tickets	Request Type	FOI request	Date Received	16/10/2008 09:39	Date Due	13/11/2008
	Exemptions	Not Set				Department	HTWM	Owner	jon
	Status	Logged							
46	Contact	Description	Mr Chris Wood School Exclusions	Request Type	FOI request	Date Received	13/10/2008 14:03	Date Due	17/11/2008
	Exemptions	Not Set				Department	CYPS	Owner	jon
	Status	Logged							
11	Contact	Description	Paul Dodgson shoes	Request Type	Not Set	Date Received	22/09/2008 14:58	Date Due	20/10/2008
	Exemptions	s41 FOI (information provided in confidence)				Department	More than 1 dept	Owner	jon
	Status	Logged							

- List of information requests for “me” to answer.


IR Details Sheet

Dunwell
Borough
Council


Information Request Details: 46 for [Mr Chris Wood](#). [\[Email\]](#)
[Lookups](#) [Notes](#) ☒
[Files](#) ☒
[Emails](#) ☒

Taken By	jon	Date Received	13/10/2008	14:03
Owner	jon	Date Due	10/11/2008	
		Countdown (Running)	-304	
Description	numbers of School Exclusions and Detentions for last two years			
Details	Exclusions and Detentions: Figures for 2008 & 2009			
Resolution				
Exemptions	Not Set	Request Type	FOI request	
Status	Logged	Department	CYPS	
Passed Date		Date Closed		

[New Activity](#) [Activity List](#) [Attach New File](#) [Attached Files](#)
[Mail Merge](#) [Email Merge](#) [View Linked Emails](#) [Reload](#) [Save](#) [Close](#)

(s:46)
Web Fasttrack system by 

IR Details Sheet

Dunwell Borough Council

Information Request Details: 46 for Mr Chris Wood. [Email]

Lookups **Notes** ☒
Files ☒
Emails ☒

A **Taken By** jon **Date Received** 13/10/2008 14:03
Owner jon **Date Due** 10/11/2008
Countdown (Running) -304 **C**

Description numbers of School Exclusions and Detentions for last two years
Details Exclusions and Detentions: Figures for 2008 & 2009
Resolution

Exemptions Not Set **E** **Request Type** FOI request **F**
Status Logged **H** **Department** CYPS **D**
Passed Date

[New Activity](#) [Activity List](#) [Attach New File](#) [Attached Files](#)
[Mail Merge](#) [EMail Merge](#) [View Linked Emails](#) [Reload](#) [Save](#) [Close](#)

G

(s:46)

Web Fasttrack system by **AXLR8**

- A.** Responsible officer
- B.** knowledge records
- C.** Timer "Clock"
- D.** Dept (s)
- E.** Exemptions
- F.** Request Type
- G.** Mail merge
- H.** Status (e.g. logged, closed, etc.)

General details

Responsible officer

selected according to your organisation's criteria and policies

Knowledge & records

various attached files, documents, notes and emails that will help solve similar issues. Some may be selected for public disclosure.

Dept (s) & Exemptions

important for reporting

Request Type

defines behaviour of calendar/ clock and visibility

All are defined by someone in your organisation at implementation time and from time to time as required afterwards

Mail merge

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Template Chooser

Please choose which template you would like to use for your merge.

Template File	Description
A - F0 - CONFIRMATION OF VERBAL REQUEST FOR INFORMATION.txt	Confirmation of Verbal Request
B - F1 - INFORMATION REASONABLY ACCESSIBLE.txt	Information Reasonably Accessible by Other Means
C - F2 - ACKNOWLEDGE RECEIPT OF REQUEST FOR INFORMATION..txt	Acknowledge Receipt of FOI Request
D - F3 - PROVIDE THE INFORMATION.txt	Provide the Information
E - F4 - REQUEST FOR FURTHER DETAILS TO PROGRESS RESPONSE.txt	Request Clarification
F - F5 - INFORMATION NOT HELD.txt	Information not Held
G - F6 - SEEKING APPROVAL TO TRANSFER	Seeking Approval to Transfer Request

Use my own template:
([What fields can I use?](#))

Only perform the merge (dont attach merged file) ☐

[Close this window](#)

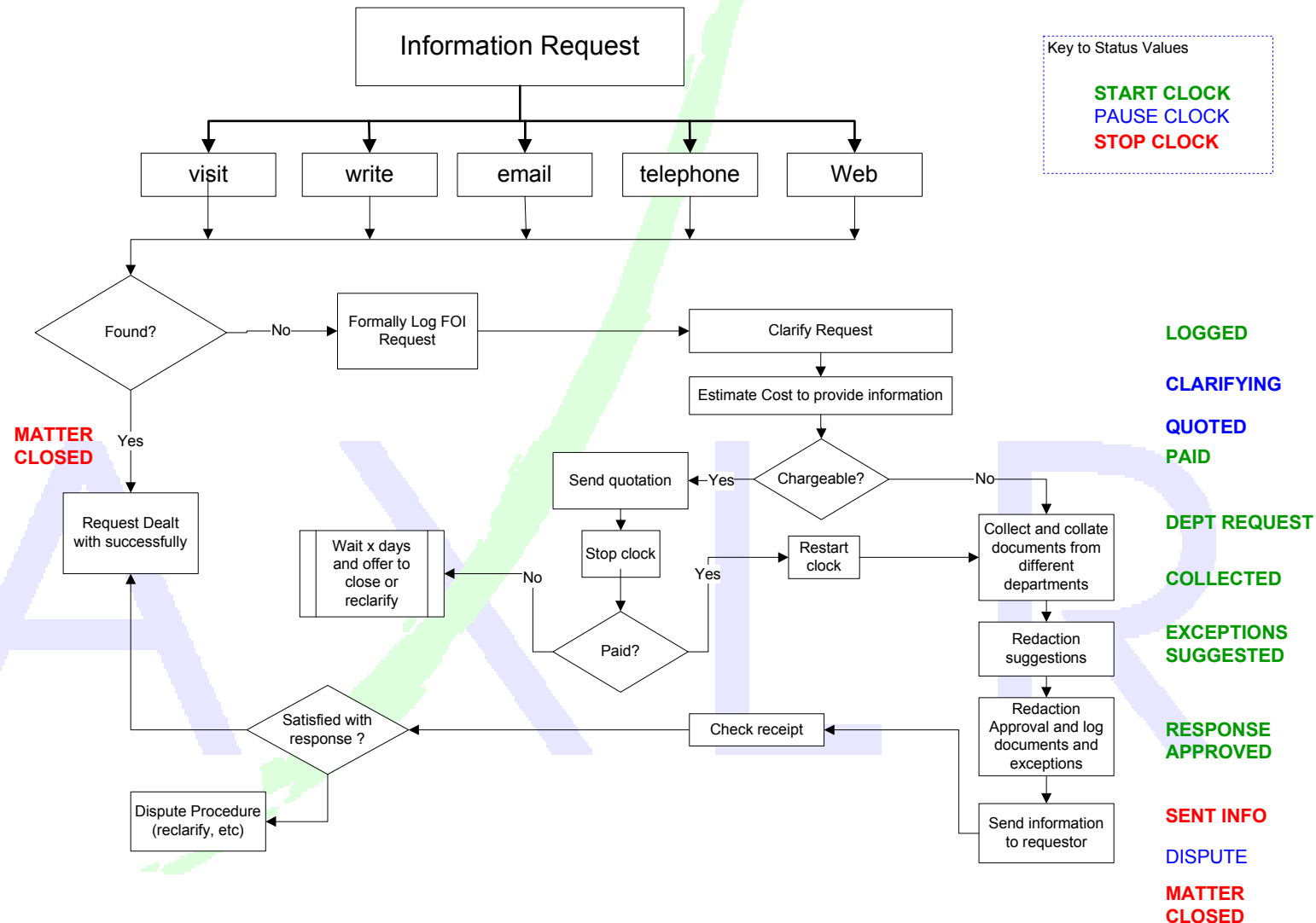
[Close](#)

Use authorised (e-)mail templates for common response types

Web Fastrack system by



Workflow Supported



Status of the request

Defined
(names,
whether the
clock stops or
pauses, etc.) by
management
using Admin
authority

Status	Passed Date	Depar
Logged		
Not Set		
Logged		
Acknowledgement Sent		
Clarification requested		
With department		
Closed		
Complaint received - internal review		
Complaint received - ICO		
Complaint Resolved		

Start and stop
the clock

Reports (e.g. by dept, costs, by
type, days to close, over due, etc

The “Clock”



Bank holidays excepted

- FOI and EIR 20 working days
 - bank holidays
 - weekends
- DPA 40 Calendar days
- CAFCAS, RIPA, etc

New Status

Description:

Disabled: ☐ (Y or N)

Order: (Numeric. 0 is first)

Trackable: (0, 1 or 2) 0=onhold, 1=running, 2=finished

Close: (0 or 1)

Customer Editable: (0 or 1) > if Close is 1 then this must be 0

Editable Target: (0 or 1)

[New Support Status](#) [Save New Support Status](#)

Support Status Value's

Key	Description	Order	Trackable	Close	Disabled	Customer Editable	Editable Target
1	Logged	1	1	0	N	0	0
2	Ask more detail	2	0	0	N	0	0
8	Acknowledgment Sent	3	1	0	N	0	0
7	No Need to Repond	4	2	0	N	0	0
3	Awaiting Approval	7	1	0	N	0	0
4	Response Approved	8	1	0	N	0	0
5	Dispute	10	1	0	N	0	0
6	Responded	12	2	1	N	0	0
9	Need Officer Input	13	0	0	N	0	0

This means "Responded" stops the "clock"

Web Fasttrack system by AXLR8

Clock status behaviour

Many Activities in Request

floorplanz
floor plans • photos • brochures • HIPs • EPCs

Job Operators Portal Filter Open Refresh

Logged in as Daniel

Found Job Items: 15 results. Bottom of page

No	Job Details	Address	Contact	Property Type	Service Category	Uploaded
62603	Organisation Aylesford Property Address Penthouse, 8 Addison Road, London, W14 8DD Access Details(e.g Contact Name & Number) Keys at Aylesford 440 Kings Road, SW10 0LH Job Status Waiting app't Date Raised 21/01/2010 16:32	440, King's Road, SW10 0LH	Tanja	3+ bed flat	See Activities	<input type="checkbox"/>
	Activity Name Digital Photography Activity Type Digital Photography Status Allocated Date / Time Not Set Activity Name Standard Plan Activity Type Standard Plan Status Allocated Date / Time Not Set Activity Name Draw Activity Type Draw Activity Owner Nilanka Status Approved by client Date / Time 21/01/2010 00:00	See Activities	See Activities	See Activities	See Activities	View Attached Files
62574	Organisation Savills Property Address Flat C, 34 Cloudeley Square, London, N1 0HN Access Details(e.g Contact Name & Number) Ms Olivia Flint - 068 773372 77 Job Status Waiting app't Date Raised 21/01/2010 12:01	Islington Sales, 94-96 Upper Street, N1 0NP	Emma	2 bed flat	See Activities	<input type="checkbox"/>
	Activity Name Digital Photography Activity Type Digital Photography Status Allocated Date / Time Not Set Activity Name Standard Plan Activity Type Standard Plan Status Allocated Date / Time Not Set Activity Name Draw Activity Type Draw Activity Owner Nilanka Status Approved by client Date / Time 21/01/2010 12:00 Activity Name Window Cards Activity Type Window Cards Activity Owner FEBurman - Rob White Status Allocated Date / Time Not Set Activity Name Brochure Activity Type Brochure Activity Owner FEBurman - Rob White Status Not Set Date / Time Not Set	See Activities	See Activities	See Activities	See Activities	View Attached Files
62567	Organisation Firsthips Ltd Property Address 3 St. Aidans Road, London, SE22 0RP (32411) Access Details(e.g Contact Name & Number) Margaret bell, 020 8918 07 336 03 Job Status Waiting app't Date Raised 21/01/2010 10:09	Renaissance House, 32 Upper High Street, KT17 4QJ	Robert	Not Set	See Activities	<input type="checkbox"/>
	Activity Name Digital Photography Activity Type Digital Photography Status Appointment confirmed Date / Time 29/01/2010 14:30 Activity Name Standard Plan Activity Type Standard Plan Status Appointment confirmed Date / Time 29/01/2010 14:30 Activity Name EPC Activity Type EPC Activity Owner Andrew Garrish (DEA) Status Appointment confirmed Date / Time 29/01/2010 14:30 Activity Name Draw Activity Type Draw Activity Owner Nilanka Status Approved by client Date / Time Not Set	See Activities	See Activities	See Activities	See Activities	View Attached Files
62545	Organisation Hamptons International Property Address Ground Floor Flat Sussex Place, W2 2TT Access Details(e.g Contact Name & Number) TOMORROW AFTER 4.00, Access Via	Paddington Office (PADDR), 4C Praed Street, W2 1JX	Paddington Branch	See special notes	See Activities	<input type="checkbox"/>

House Sale Example

- HIP
- EPC
- Floor plan
- Pictures
- Brochure
- Window cards,
- Etc.

Many people contribute their skills and knowledge to respond.

Alerts



Dear **Francesca**,

This is to notify you that this request is due in 10 days time.
The request ID is **LEICSCCIR:1550**

Request details:

Date Raised: 2009-10-12 13:43:00

Exemption:

Request type: FOI request

Department: RES

Status: With department

Supporting Notes:

Description: Structure chart of Finance and Communication/Marketing

Details: Under the Freedom of Information Act, I am trying to obtain a structure chart of your finance and communication/marketing departments with job titles and departments etc.

Click here to login <http://www.leicsfoi.org.uk>

Trigaware by

AXLR8

- Trigaware™ Autoresponders
- Customised for your organisation
- Personalised to the recipient
- Provide details of the specific activity / request

Public Disclosure




 **CouncilHotlines**

Town Hall, Mulberry Place
5 Clove Crescent
London E14 2BG

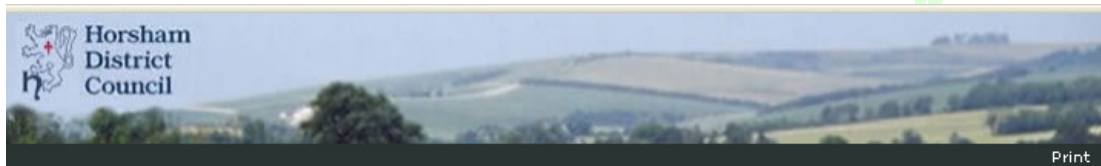
FOI requests for 2009 Refresh

Key Word Search

Month	No of requests	Ongoing	responded to in under 10 days	responded to in 10 - 20 days	over target
January	8	0	1	7	0
February	1	0	1	0	0
March	5	0	1	4	0
April	0	0	0	0	0
May	0	0	0	0	0
June	1	0	0	1	0
July	11	0	0	11	0
August	1	0	0	1	0
September	37	0	7	30	0
October	62	0	6	56	0
November	51	0	14	37	0
December	43	0	8	35	0
Totals	220	0	38	182	0

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Public Disclosure (Keyword search)



Brings back all responses with the key words in them.

Also shows “public” documents.

Automatically assumes all documents are private unless you publish.

Reports

Many reports available including stats, overdue requests, days to respond, costs, etc.

Information Request Number of Days to Resolve Report - Windows Internet Explorer

http://www.wokinghamfoi.org.uk/tracker/sup_resolve timereport.asp?report_run=True

WOKINGHAM BOROUGH COUNCIL www.wokingham.gov.uk

Information Request Number of Days to Resolve Report

Date from: 01/01/2008 Date to: 30/06/2008 Order By: Date Raised Ascending

Run Report

Information Request Details	Date Raised	Duration	Status
437 Henry - School admission appeals and oversubscribed schools	03/01/2008	15	In Time
436 Warren - Number of violent incidents and exclusions	04/01/2008	16	In Time
447 Hurlock: CCTV images captured on Loodn Bridge roundabout (insurance claim)	08/01/2008	0	
438 Roscoe Grunden Noise complaints	14/01/2008	0	
439 Richards - Food & HS commercial inspections info over 3 years	14/01/2008	12	
441 Revs NNDR - Breakdown of unreturnable credits	15/01/2008	0	
442 Premier Planning - Notices served under various Acts in 2007	22/01/2008	19	
444 Cloughton RSPCA Stray dogs request information	28/01/2008	5	
450 Dahmann - Cost of Borough Status	28/01/2008	8	
443 Moles - Research on recruitment to senior positions	28/01/2008	9	
449 Struture chart from Revs and bens requested	29/01/2008	2	
453 Butcher - Estates and Facilities Management	29/01/2008	7	

Internet

Information Request Cost Report - Windows Internet Explorer

http://www.wokinghamfoi.org.uk/tracker/sup_costreport.asp?report_run=True

WOKINGHAM BOROUGH COUNCIL www.wokingham.gov.uk

Information Request Cost Report

Owner: All Department: All

Date from: 01/01/2008 Date to: 31/08/2008 Run Report

Activity	Citizen Charged	WDC Resources Cost
437 Henry - School admission appeals and oversubscribed schools - Anne Hunter - Democratic Services		
220 Acknowledgement and passing to Children's Services	£0.00	£0.00
Total	£0.00	£0.00
436 Warren - Number of violent incidents and exclusions - David Armstrong - Childrens Services		
219 Acknowledgement and passed to David Armstrong	£0.00	£0.00
Total	£0.00	£0.00
447 Hurlock: CCTV images captured on Loodn Bridge roundabout (insurance claim) - Paula Berry - Environment		

Internet 100%


Administration of the system


- Request status and the “Clock”
- Mail Template Admin
- User authority management
- Menu items
- Field Labels
- Profiling
- Login management for portals
- Public and private files
- Other

Email Archiving

- All emails archived saving time attaching manually
- Links through subject line codes



**Dunwell
Borough
Council**






Emails related to Support Item: 53
20/10/2008 14:03 : not much

2 emails - Page: 1

Subject	From	To	Date/Time ▾
 (LEICSCCIR:53)FOI Alert not much	axlr8triggers@axlr8.com	pdodson@leics.gov.uk	20/10/2008 13:46
 Acknowledge Receipt of FOI Request (leicsccir:53)	fhans@leics.gov.uk	foi@leics.gov.uk	20/10/2008 13:27

[Close](#)

Web Fasttrack system by 

8

Trigaware™

Trigaware™ looks for problems or just automates tedious correspondence.

Trigaware™ alerts the relevant people:

- Customer/investor/introducer/dealers kept informed of job progress
- Management/Internal quality level warnings
- Saying “Thanks” or “Congratulations”
- Outlying data
- Registering receipt of an order, enquiry, etc.

Trigaware™ takes account of media preferences:

- email most common SMS (text messages) are growing in popularity

Trigaware™ Examples

Customer/investor/introducer/dealer

- *Your job is ready for collection at our ABC depot...*
- *You are booked on the XYZ course at 09:30 on 21st June. Please find attached your joining instructions.*
- *Thank you for your order. Our engineer will*
- *Your account is overdue.....*
- *You enquired about our training a few days ago and we sent you a CD to illustrate our methods. Did you find it useful?....*
- *We await your electrical report so that we can close our file on this.*
- *You have five more days to respond to this request but it is still at the “collection” status. Please could you let me know if there is a problem.*

Management/Internal

- *Job 3456 is two hours from deadline. Please expedite and call the client to manage expectations if you feel it is going to ...*
- *A new order has come in from....*
- *XYZ has 3 people booked on it with 2 days to go. Break even is 8.*
- *New Job Instruction: Please would you perform an asbestos inspection on Unit 33, broadwick Ind.Est..... The contact is Mrs....*
- *I have not received your expenses from*
- *You have three outstanding support calls in your section which have not been allocated to a consultant.*

Costs and benefits

- **Costs**

- set up and training £9,950 (or £8950 excluding email attach and data migration) plus
- annual fees for RTU, upgrades and support services £1200 (£2400 with email attach).

- **Benefits**

- Increased productivity.
- Reports automatically produced
- Less staff time for servicing growing request volumes.
- Security

Thank you

AXLR 8