



“ We have been able to use a **private, tried and trusted service** to continue to deliver important services to our city and citizens.

Clare Burke, Information Governance Officer, Glasgow City Council

#### ORGANISATION

Glasgow City Council

#### INDUSTRY

Public Sector - Local Government

#### COUNTRY

Scotland

#### SOLUTION

 **Objective** CONNECT

#### BENEFITS AT A GLANCE

**Recognised as a secure system** in good practice guidance issued by the Scottish Government

**Secure partnership working** between the Council, Scottish Government and agencies to deliver to those in need

**Supported increased demand** as citizens and staff went into lockdown

**Ensured business continuity plans** and wider security guidelines, frameworks and advice were available to all staff

## Continuity during COVID-19: Supporting safe and secure internal and external collaboration

**The COVID-19 pandemic caused an unprecedented impact on organisations around the world, with local authorities required to respond to unpredictable circumstances and crisis situations.**

**Like many others, Glasgow City Council (GCC) had to adapt quickly as the country went into lockdown to ensure the city, its citizens and its workforce were adequately resourced.**

For Clare Burke, Senior Information Governance Officer at GCC, the professional challenges faced in ensuring business continuity were paramount on both an internal and external level – staff and agencies rely on having access to the information they need to perform their roles, while citizens have service expectations which were in greater demand as a result of the pandemic.

With many devolved responsibilities, it was vital for GCC – as the biggest local authority in Scotland – to continue to meet service demand and standards, despite the unexpected situation.

### CONFRONTING THE CHALLENGES OF COVID-19

Responding to the reality of a global pandemic was no mean feat. For Clare, with a responsibility for information governance, managing people and processes brought several new challenges and issues.

For example, how would GCC:

- Continue to deliver public services during lockdown when staff were suddenly moved to homeworking?
- Provide secure access to internal documents where employees weren't using council-issued devices?
- Offer protected, collaborative workspaces without being overwhelmed by increased demand?
- Deliver a safe and secure method of transferring and accessing information between multiple internal and external parties?



...Thank you to the Objective team and Objective Connect for supporting Glasgow City Council in our response to the pandemic, and shaping the way we were able to deliver services to the people of Glasgow.

**Clare Burke,**  
Information Governance Officer,  
Glasgow City Council



#### ABOUT OBJECTIVE CORPORATION

Objective Corporation (ASX:OCL) creates information and process governance solutions that are effortless to use and enable organisations to confidently advance their own digital transformation.

Designed for regulated industries, these solutions turn the imperative of compliance, accountability and governance into an opportunity to streamline business processes and deliver the innovative services that customers expect.

With a heritage in Enterprise Content Management (ECM), Objective's expanded solutions extend governance across the spectrum of the modern workplace; underpinning information, processes and collaborative work-spaces.

Through a brilliant user experience, people access the information they need to progress processes from wherever they choose to work.

#### OBJECTIVE CORPORATION LIMITED

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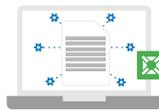
## BEHIND THE SHIELD: 'A WORTHWHILE AND CRUCIAL USE CASE'

For Clare, one of the main ways Objective Connect aided GCC was by supporting the Scottish Government's 'Shielding Programme' – an initiative listing citizens identified by the Scottish Government and UK Government as requiring additional support during COVID-19, and encouraged to shield at home for an initial 12-week period.

Glasgow City Council aimed to provide support to the community and those individuals requiring a helping hand with essentials such as food and prescription access during this shielding period. The main challenge was to identify how this could be done given the programme needed a vast amount of sensitive information to be transferred between the Scottish Government and the Council and then the Council and partner agencies who were on the frontline, ready to provide the support services.

Clare understood that with a list of citizens with specific requirements, GCC needed to protect all data, enable effective internal and external communication and collaboration and ensure the right services were delivered to the right people, at the right time. She commented: "We used the IT facility of Objective Connect to put workspaces in place to facilitate the secure transfer from the Council to the partner agencies who would be delivering the vital services required to the doorstep of our shielding citizens.

"This particular example hit home and made everything seem real. It's been rewarding to be involved in such a worthwhile and crucial use case and receive such a positive response from colleagues and partners who have commented on how easy everything was to use and how it all worked very smoothly."



**1.75 million+**  
connections used across  
Glasgow City Council and  
connected local authorities



**£1 million**  
saved from the  
public purse



**31**  
local authorities enabled with  
**secure and collaborative**  
file sharing

## CONNECTING FOR THE COMMON GOOD

Glasgow City Council's use of Objective Connect throughout the COVID-19 pandemic went well beyond the Shielding Programme. Clare shared just some of the additional use case examples she'd encountered:

- **Education service network** – ensuring ongoing communication and information exchange between teachers and the wider learning community.
- **Domestic abuse victim services** – enabling the Glasgow Violence Against Women Partnership to securely share information on those victims at risk of being seriously hurt, harmed or murdered with third sector partners.
- **Financial year-end** – supporting annual accounts and audits, financial transactions and required reporting between multiple parties.
- **Small Business Support Fund** – gathering relevant evidence and distributing grants to eligible businesses.
- **Court cases** – facilitating secure information transfer to enable remote court services to continue.

## REFLECTING ON A JOB WELL DONE

Clare Burke and her team delivered business continuity and citizen support in challenging and unexpected circumstances, demonstrating that having the right software and plans in place ensured citizens and organisations received the services and information needed.

As Clare concluded: "Having reflected on previous weeks, thank you to the Objective team and Objective Connect for supporting Glasgow City Council in our response to the pandemic, and shaping the way we were able to deliver services to the people of Glasgow."