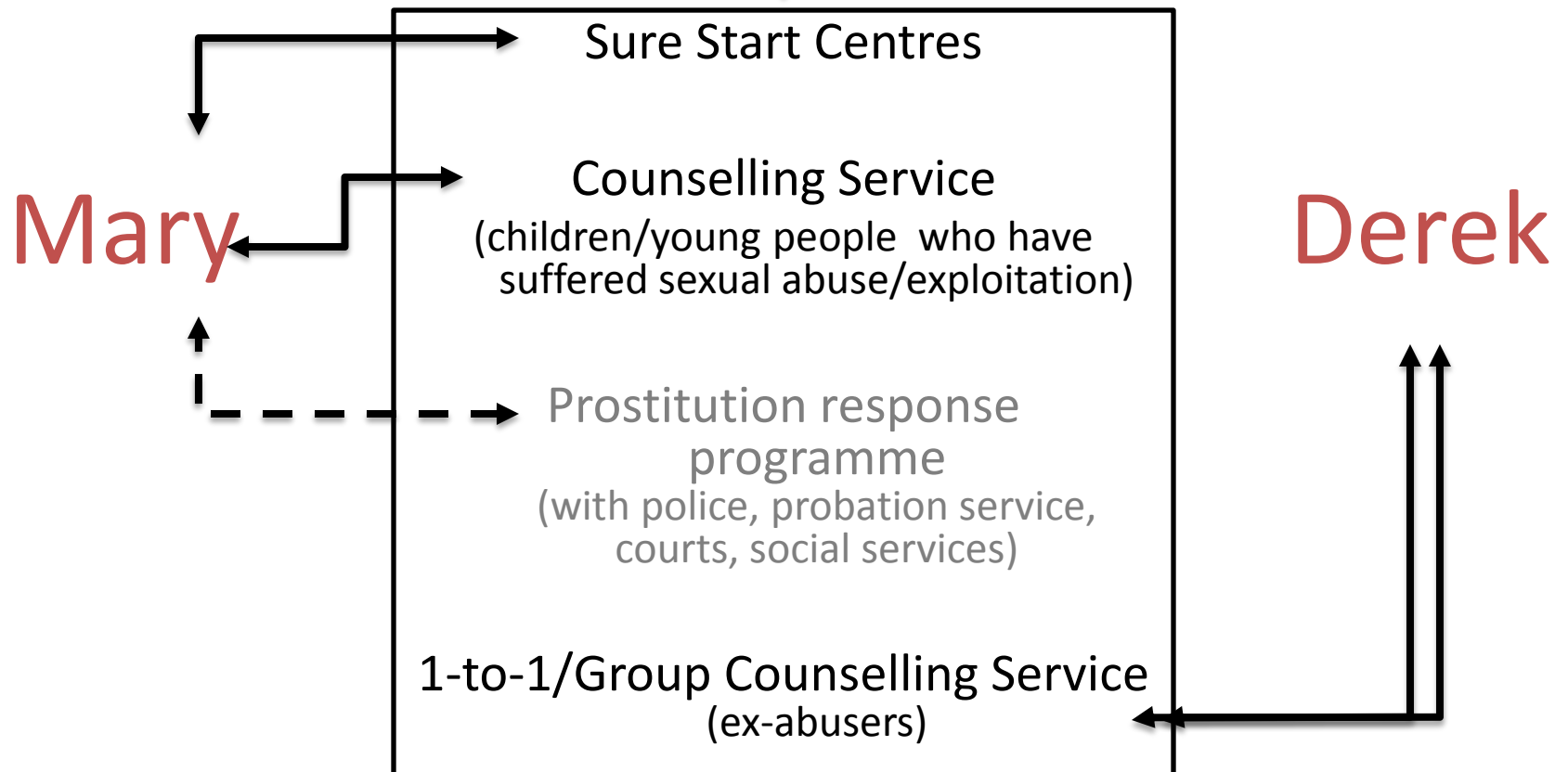


Mary's story

Big National Charity

Mrs Cannybody



How and where is Mary's identity and her relationships represented in the case management, recording and reporting systems of *Big National Charity*?

Responding to Mary's information governance interests

- Pressure for reporting to service commissioners (activities, costs, outcomes)
- IT dept proposal
 - 'Data Warehouse' within 'Enterprise Information Architecture'
 - System vendors promise a 'single point of truth', data cleansing, normalisation
 - Implies:
 - Eliciting use cases; Mapping processes; Defining data sets/security policies...
 - Adequate language to express the concerns /interests of Mary, Derek, the professionals...?
- Policy objectives : 'integrated' delivery; planning/processes; governance
 - But...Mary needs real and dependable boundaries around her relationships
 - Is **more** 'integration' always better?
- Mike (another type of 'techie') will propose an alternative approach to information governance ...