

Carol Scott

Curriculum Vitae

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Personal Profile

Carol Scott is a director of Metataxis and has worked as consultant for Metataxis for the past four years. Prior to joining Metataxis she had a long career in public sector management specialising in strategy and policy development, operations and change management. She has a well-developed understanding of organisational behaviour.

While working with Metataxis Carol has focussed on information strategy development, information governance and policy. She has also worked in classification, in particular in the development of fileplans and retention and disposal schedules.

Carol was born and educated in New Zealand.

Skill Summary

Information Strategy

Helping organisations to understand how the strategic management of their information assets can improve business performance and enhance reputation with key stakeholders.

Information Governance

Researching and advising organisations on their information governance obligations and helping them to design and define the required relationships and processes to meet these obligations.

Developing Information Policy and Procedures

Writing plain English information policy and procedural guidance for organisations. Implementation of policy and procedures. Forms design and writing of communications materials.

Operations Management

Management of operational business units which experience high customer demand. Management of targets and monitoring, and delivering to government regulated performance standards. Staff recruitment, performance management and development.

Business Classification and Information Architecture

Understanding and describing business functions and inter-relationships to underpin business process improvement.

Recent Projects

The Financial Services Authority (FSA)

Development of a fileplan as part of a drive to improve information and records management. Business analysis and requirements gathering for the proposed EDRMS. Development of new ways of working relating to the creation, storage and management of documents, and records management. Stakeholder management and communication in order to get the balance right between keeping people involved and informed, and taking up as little of their time as possible. Business-focussed user training for the new processes and system. (2010)

The London Deanery

Interim Information Governance Manager, focussing on information strategy and governance issues. Creation of an information strategy and related policies. (2009-10)

NHS South of Tyne and Wear PCT

Creation of an informatics strategy encompassing all aspects of NHS information (enterprise information management, information governance, public health information and Connecting for Health Projects such as the integrated care record). Worked in close consultation with the interim Associate Director of Informatics. (2009)

Elexon

Information auditing of the organisation's documents, information systems and governance arrangements. (2009)

Northamptonshire County Council

Review of policy, procedures and resources for the Council's Access to Information regime. Included consultation with Council executives and staff, research and documenting new procedures. Provided assessment of staffing requirements and team and job design. (2008 – 2009)

Consultation, research and development of the Council's Information Management strategy, governance framework policy and procedures. Assessment of current information management practice. Information inventory. Advised on associated change management and organisation development issues (2008 – 2009)

Part of a project developing a digitised mail room using MOSS 2007. Fileplan and metadata design involving users. Defining business requirements. Training of users. (2007 – 2008)

St Georges NHS Health Care Trust

Interim information governance manager. Advised on and processed requests for information under the Freedom of Information Act. Reporting on NHS information governance toolkit.

Confederation of British Industries (CBI)

Produced corporate information management policy including advice on retention and disposal. (2007)

United Utilities North West

Researched, reported and advised on information governance and compliance obligations. (2007)

Inter-IKEA Systems BV

Contributed to development of an information architecture and taxonomy for the IKEA Virtual Store,. Taxonomy and data reformatting/repurposing using XML. (2007)

London Borough of Hackney

Project to implement electronic document management system and image key operational records. File plan and metadata schema development. Managed process for transfer and digitisation of planning and building control records, including liaison with suppliers, development of metadata, workflows and quality assurance processes (2006)

Researched and wrote an Information Strategy, Governance and Policy Framework for the Council.. Contributed to designing, planning and undertaking a corporate wide information audit. (2005)

Department of Internal Affairs – New Zealand

Responsible for strategy development for newly integrated national Passport, Citizenship and Births Deaths and Marriages services. Projects included development of on-line products such as identity authentication for citizens, government departments and the private sector.

Employment History

2005 - Present: Metataxis Limited – Senior Consultant and Director

2001 – 2004: Manager, Passports and Citizenship Office (London)

Identity Services (Passports, Citizenship and Births Deaths and Marriages) Department of Internal Affairs

2000 – 2000: National Manager, New Zealand Department of Citizenship

Identity Services (Passports, Citizenship and Births Deaths and Marriages) Department of Internal Affairs

1996 – 1999: Strategic Development Manager

Identity Services (Passports, Citizenship and Births Deaths and Marriages) Department of Internal Affairs

1995 – 1996: Acting General Manager

Lottery Grants Division, Department of Internal Affairs

1993 – 1995: Regional Operations Manager

Lottery Grants Division, Department of Internal Affairs

1992 – 1993: Advisory/Senior Advisory Officer

Community Services, Department of Internal Affairs

1990 – 1992: Policy Analyst, Head Office, Housing Corporation of New Zealand

1988 – 1990: Customer Contact Manager/Tenancy Mediator, Housing Corporation of New Zealand

Qualifications

2001: BA Art History and Social Policy

1986: Diploma of Social Work