

SFJHF14 - SQA Unit Code F33B 04

Plan, implement and manage systems for the exchange of sensitive information, data and intelligence



Overview

This Unit is about developing and implementing systems for the exchange of sensitive information data and/or intelligence. Intelligence gathering and exchange may be local, national or international. The Unit is designed to foster co-operation within and between agencies to facilitate the efficient exchange of information and thereby to improve the effectiveness of service provision to the general public.

The systems will apply to statutory organisations, Local Authority Departments, private companies and voluntary organisations.

SFJHF14 - SQA Unit Code F33B 04

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Performance criteria

- You must be able to:*
- P1 identify who the information exchange procedures may affect and gain their co-operation
 - P2 agree with internal and external stakeholders, why information should be exchanged, the limits of the exchange process and what the information can be used for
 - P3 identify and agree how the information can be used to underpin the problem solving and decision making processes within the organisation and across the Justice sector
 - P4 establish and agree what information is required and why it is important and identify potential sources
 - P5 establish and agree the format and medium that will be used to present the information and the steps that may have to be taken to ensure that it is anonymised, cleansed and stored as appropriate, before exchange
 - P6 agree with internal and external stakeholders any data protection and/or confidentiality protocols that need to be in place
 - P7 agree protocols for managing non-compliance with exchange protocols and agree robust controls on accessing shared sensitive data with external stakeholders
 - P8 establish and agree roles and responsibilities for the gathering and storage of information to be shared
 - P9 ensure that appropriate resources are available to facilitate the efficient gathering and storage of information
 - P10 establish and monitor systems for accurate information gathering and data entry procedures
 - P11 communicate the agreed information/data/intelligence gathering, storage and exchange protocols to appropriate people and ensure their understanding
 - P12 evaluate the effectiveness of the information exchange protocols, identify success, problems and failures and take steps to amend the protocols as required
 - P13 ensure compliance with all ethical and legal requirements relating to the gathering, storage and exchange of data
 - P14 monitor the information exchange procedures to ensure compliance with agreed protocols and take steps to ensure compliance when required
 - P15 review and assess relevant legislation and Codes of Practice relating to the sharing and exchange of information and promote relevant changes to improve effectiveness when appropriate

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Knowledge and understanding

You need to know and understand:

- K1 the differences between information, data and intelligence and why it is important to consider all three in the exchange process
- K2 what constitutes sensitive or confidential information
- K3 why the risk assessment/management process is important
- K4 purposes and reasons for information/data/intelligence exchange
- K5 the potential benefits of establishing and implementing information exchange protocols and procedures to service delivery and service users
- K6 who the information exchange protocols apply to and may impact upon
- K7 why it is important to follow robust confidentiality and access protocols
- K8 why it is important to check data for accuracy, currency and relevance
- K9 why it is important to ensure that the intelligence is appropriate in terms of the recipient, time of exchange and rights of individuals
- K10 why it is important to consider how the information/data/intelligence may be useful to others
- K11 legal requirements and relevant Codes of Practice relating to the exchange of information and public access to information
- K12 likely problems encountered in establishing information exchange protocols and how to overcome them
- K13 why it is important to agree non-compliance protocols and to monitor incidence of non-compliance

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Additional Information

Behaviours

1. You communicate effectively with internal and external stakeholders using appropriate communication methods and styles
2. You realistically assess the risks and benefits of exchanging information and the effect on service delivery and use this to inform decisions
3. You demonstrate a willingness to challenge existing models of information/intelligence exchange within your own organisation and to foresee how the information/intelligence might impact upon and be of potential value to other organisations
4. You agree what is expected of others and hold them to account
5. You ensure that all legal and ethical protocols and requirements are followed in the gathering, exchange and storage of data/information/intelligence
6. You operate within the boundaries of your own role and responsibility

Skills

Communicating
Involving others
Negotiating
Consulting
Planning
Reviewing
Problem solving
Analysing
Monitoring
Decision making
Prioritising
Managing information

Links to other NOS

This unit is linked to but distinct from HI1: Plan, implement and manage the sharing of knowledge and good practice to inform innovation and improve service delivery.

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Suite Managing Justice Sector Services

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