

Intellishare User Handbook

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2016

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Introduction

You may be aware as part of the national troubled families programme we have been collating data about Manchester's population to verify potentially how many families may require some form of support. This coupled with MCCs evaluation of the programme and your own assessment work, means that we have a wide range of data that could assist with case management.

Intellishare is a web-based portal and has been bought as a product to make best use of this rich data, and to ensure that those frontline workers who need access to this information are able to access it quickly and easily.

The database has a vast amount of information from partners, such as, Greater Manchester Police (GMP), The Department for Work and Pensions (DWP), Education and Social Care.

Access

To gain access to Intellishare there are *three* key steps. Step *one*: You have been chosen by your manager and you will have completed the Baseline Personnel Security Standard Verification Record form (BPSS for short). If this has not been completed and signed by you and your manager you will not be given access to Intellishare.

Step *two*: You must complete the 'Access Request form' The form is attached at [Annex A](#). You need to complete all sections of the form ticking the box 'Intellishare' in the 'Other Applications' section and finally reading the declaration before signing. This will then be signed by your manager and sent to iBase@manchester.gov.uk for processing.

Step *three*: requires you to sign the *confidentially statement*. The statement is attached at [Annex B](#). This is the most important step to gain access to Intellishare. Intellishare allows those with access to view the Research and Intelligence Database (RID), which in turn give's you a huge amount of information on our families. Used correctly this will support you in providing the best possible outcomes for those families you work with. However, used incorrectly the release of data could be detrimental to them and would place you and the Council in breach of the Data Protection Act. So, it is vital you read and understand your responsibilities for accessing Intellishare and protecting the data you use from the RID.

Audit Process

The system is fully audit able and every click you make will be recorded - if required managers can have access to this to review the records you have accessed, this is to ensure you are only viewing the information necessary for you to support the families you are working with. Spot-checks will be undertaken by managers to ensure no misuse has occurred. Any misuse may lead to disciplinary action.

There are no restrictions within the system, as we understand that every case is different and the level of information to support your case work for each case will vary. However, there are some general principals you need to adhered to:

1. Your search should always start from a point that is relevant to one of your active or review cases – for example this might be a case reference, family member, their address or a specific event / episode relating to the family (i.e. MiCare reference/episode)
2. You should expand the data one level at a time to such a point that you have all of the information you need. We would expect that you would need to expand to the limits of the events about core family member, plus 1 more expansion to verify that is in fact the end of the network
3. You're able to justify the reasons where extended searches have been required, and how you've ensured any additional information hasn't been disclosed to other parties. For example, Intellishare shows you that there is an absent partner in a family that hadn't previously been disclosed by the family itself and/or existing data sources. Therefore, were it is appropriate to reference the person within you discussions, you shouldn't be discussing any episodes about that person that don't link directly to the family.

Printing

In order to comply with our Data Protection requirements, you are **not** allowed to print from Intellishare. Should there be a need to save a search you have done, select the 'Print to PDF' function and save this electronic copy to your Directorates dedicated secure folder.

User Guide

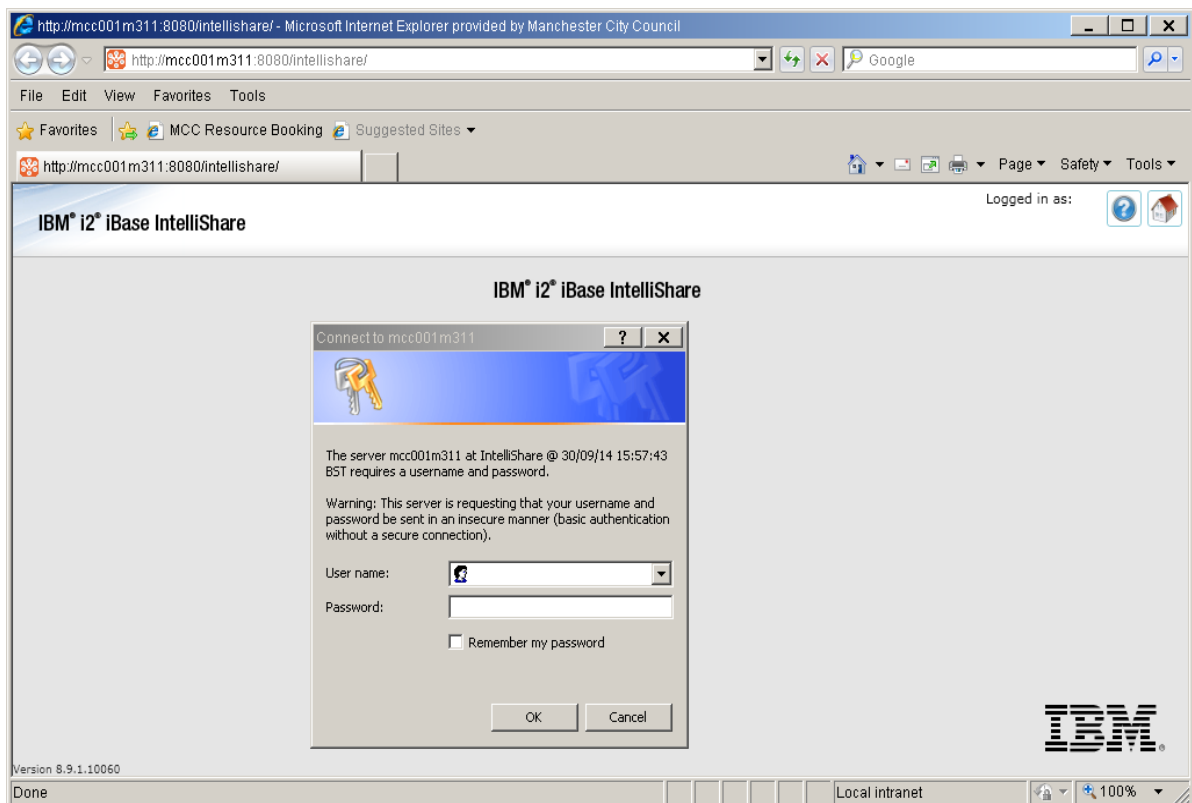
Logging-In

1. To access Intellishare, click the following link via your Citrix home screen:

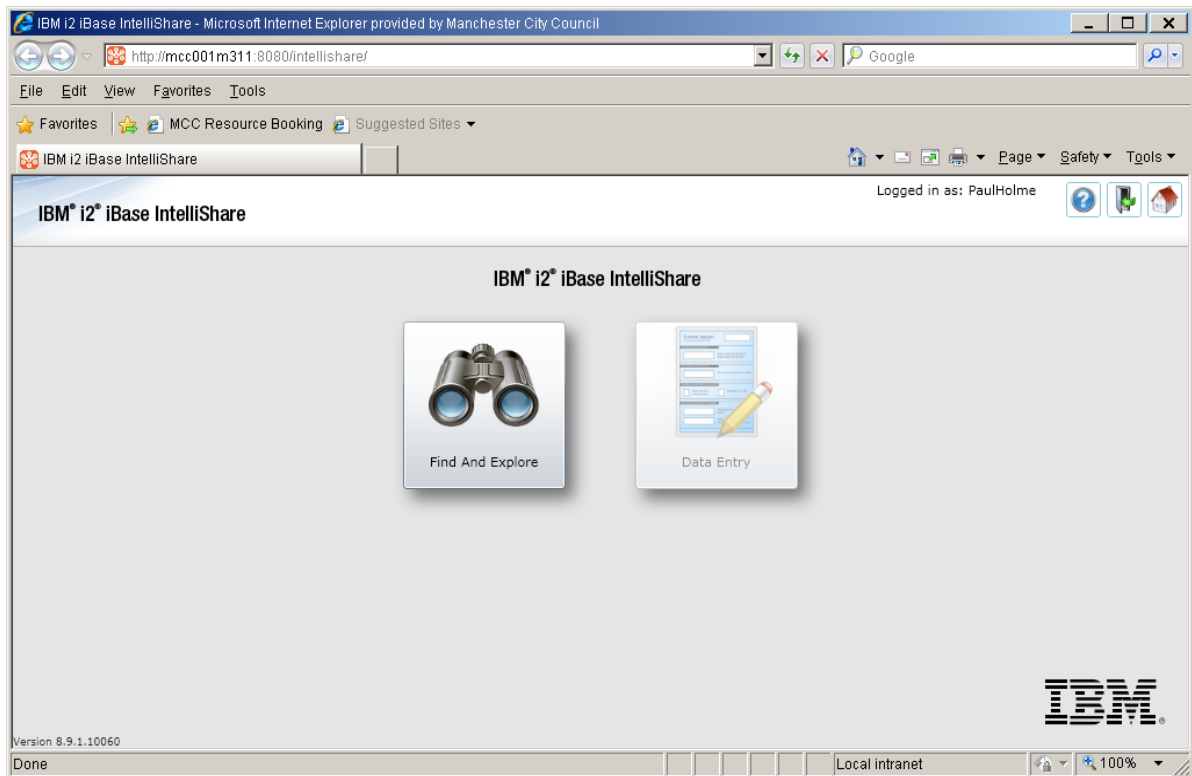


Intellishare

2. You will then be presented with the following screen

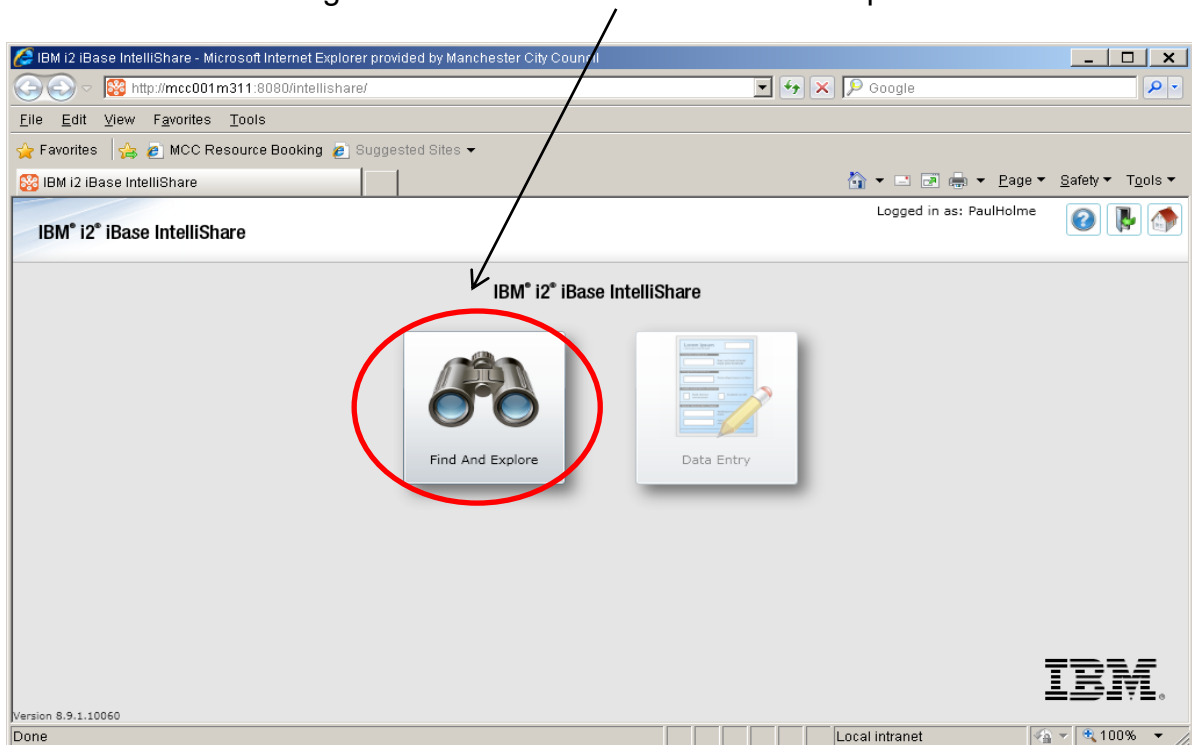


3. Input your username
4. Then enter your password (you will receive this via a separate email) into the password field
5. You are now logged into Intellishare and should be directed to this screen



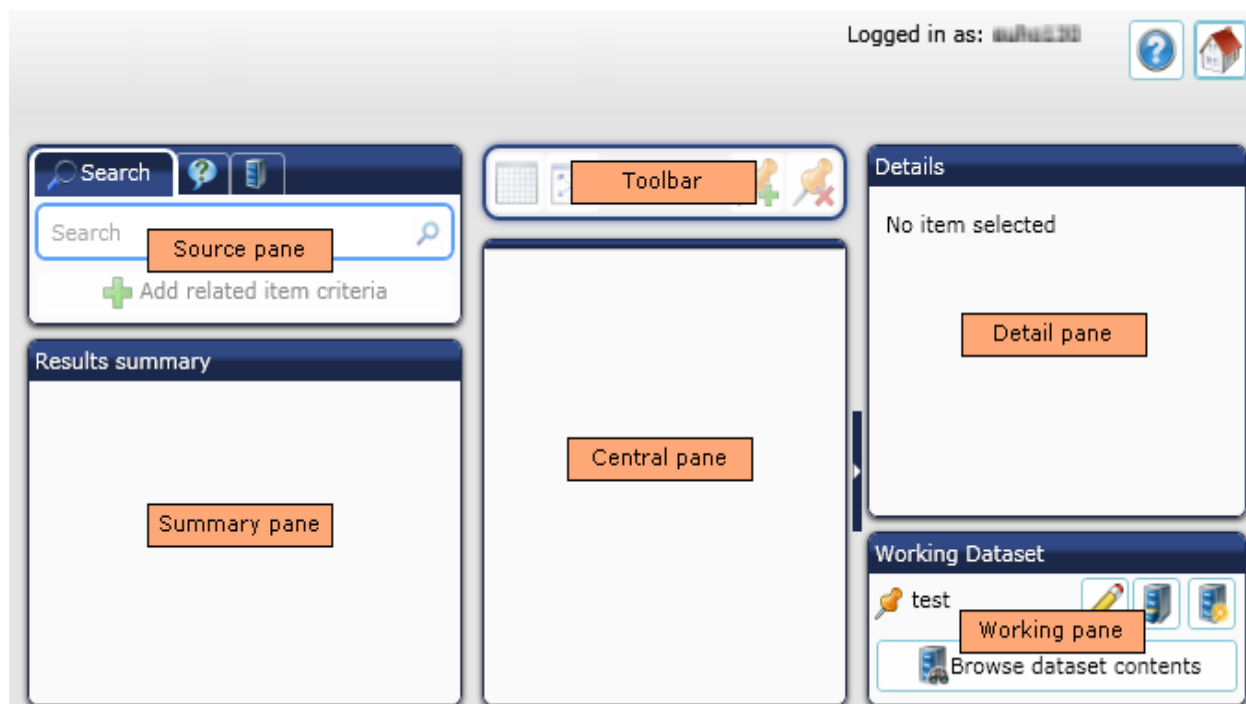
Using Intellishare

1. To start searching for a individual click the 'Find and Explore' icon

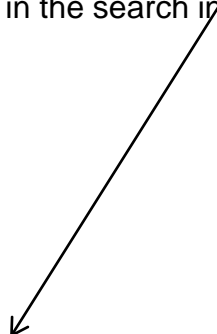


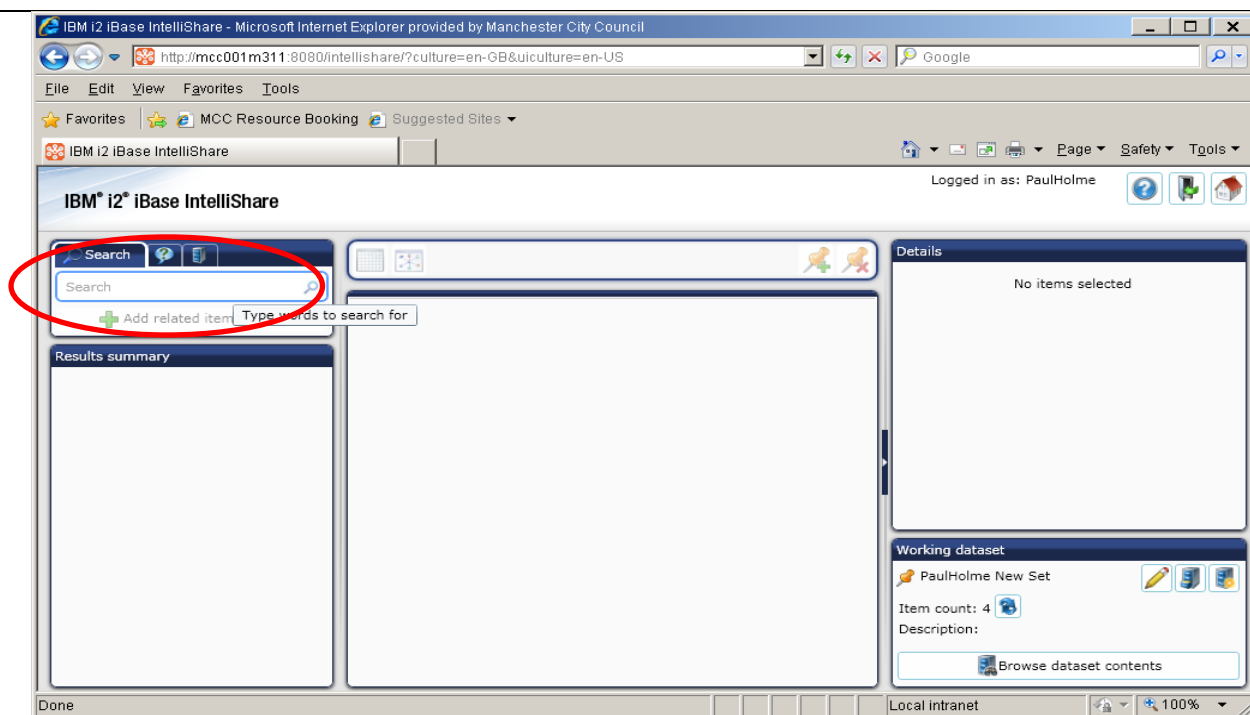
2. After you click on 'Find and Explore' icon you will see the screen pictured below.

IntelliShare models this workflow from left to right in its user interface: you find items at the upper left; you investigate items in the centre; and you operate on data sets at the lower right.

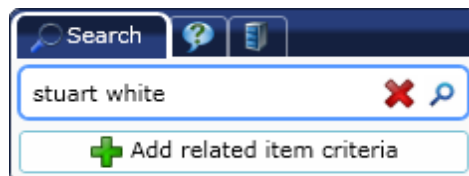



3. Now type the name of the individual as shown below that you want to search in the search input box





Type one or more search terms, separated by spaces, into the text box:















4. Press Enter, or click the Search button  which will display the results as pictured below. Every item in the list of results has field values that match *all* the search terms.

Icons

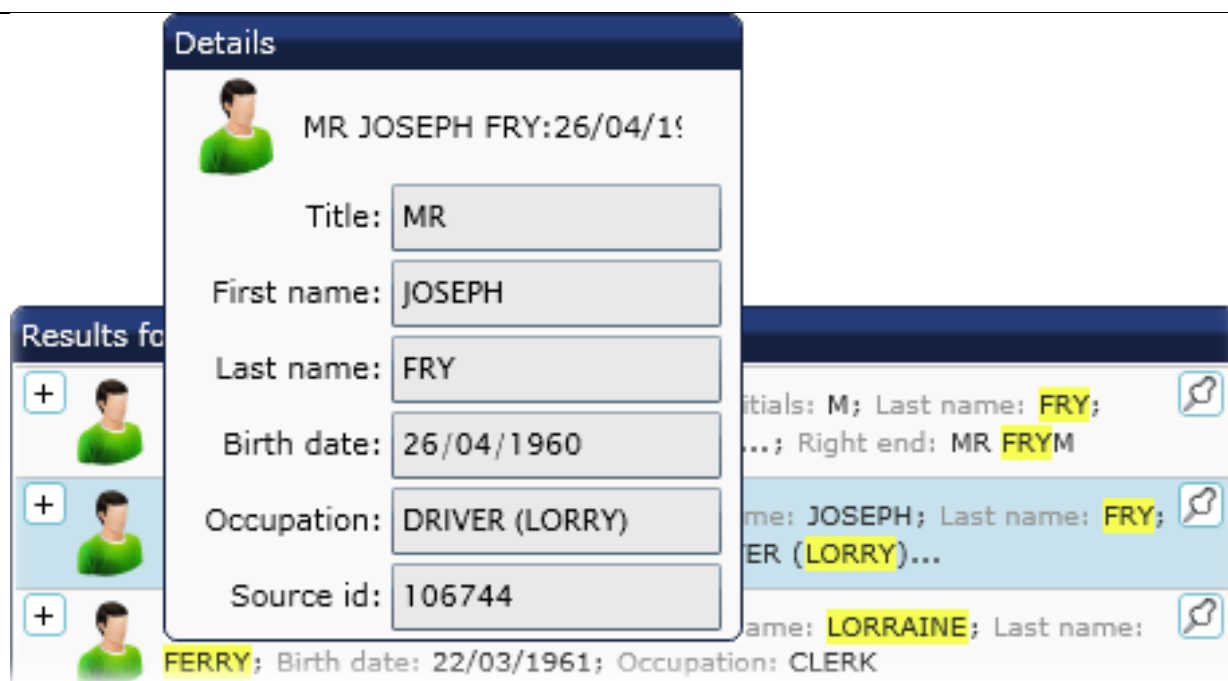
Scores

Matched search terms

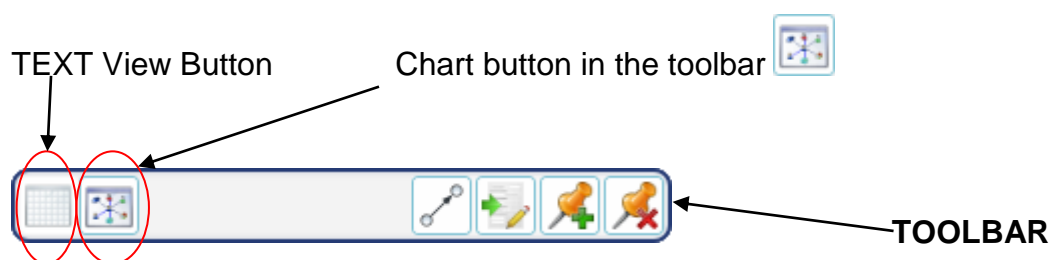
Results for 'stuart white'


+		<input type="checkbox"/> Policy Holder: Title: MR; First name: STUART ; Last name: WHYTE ; Birth date: 14/04/1968; Occupation: SALES (SHOP) ASSISTANT	
+		<input type="checkbox"/> Policy Holder: Title: MR; First name: STUART ; Last name: WHITEHOUSE ; Birth date: 27/04/1965; Occupation: CONTROLLER (NON ...	
+		<input type="checkbox"/> Location: Line 1: FAO STEWART WHYTE ; Line 2: 92 STATION ROAD; Line 3: ASHINGTON; Line 4: NORTHUMBERLAND; Post code: NE638RN	
+		<input type="checkbox"/> Policy Holder: Title: MR; First name: JOSEPH; Last name: WHITE ; Birth date: 07/11/1931; Occupation: STEWARD (CLUB)...	
+		<input type="checkbox"/> Company: Company name: STEWART WATT & CO. S.S.C....	
+		<input type="checkbox"/> Company: Company name: STEWART WATT & CO	

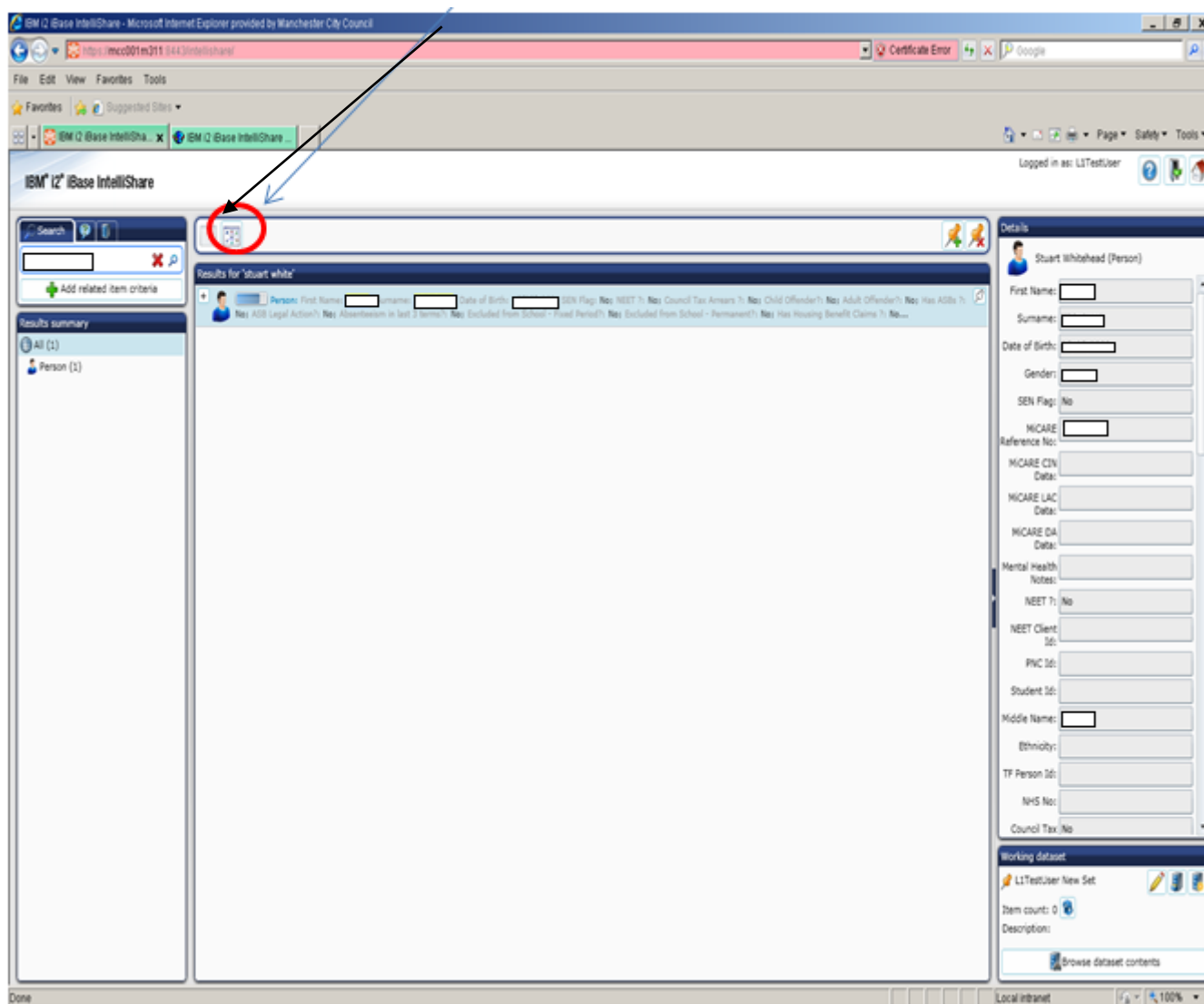
5. To view more information Click the row that contains information about the item in question; The item is then selected, and the **DETAILS PANE** on the Right Hand Side displays a full list of its fields and their values




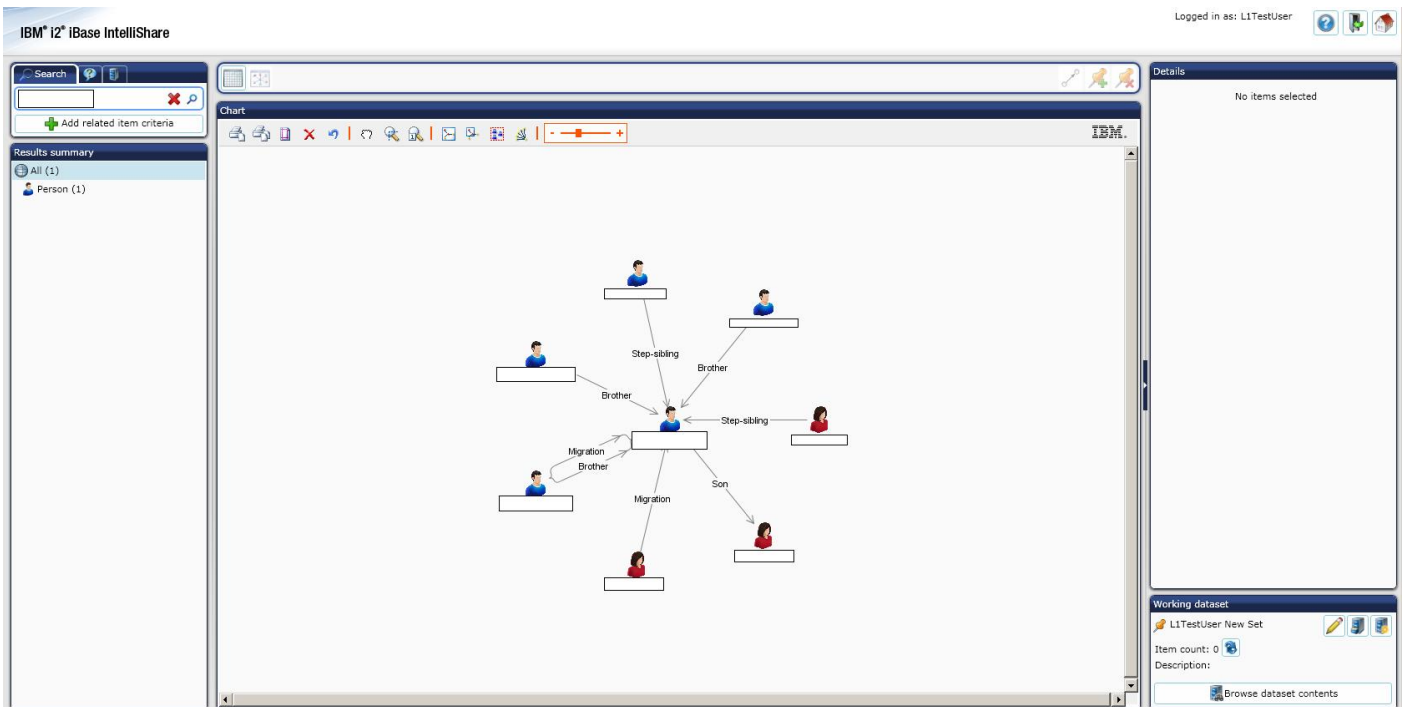
6. To Visualise Information; Select one or more items of interest in the list or table.



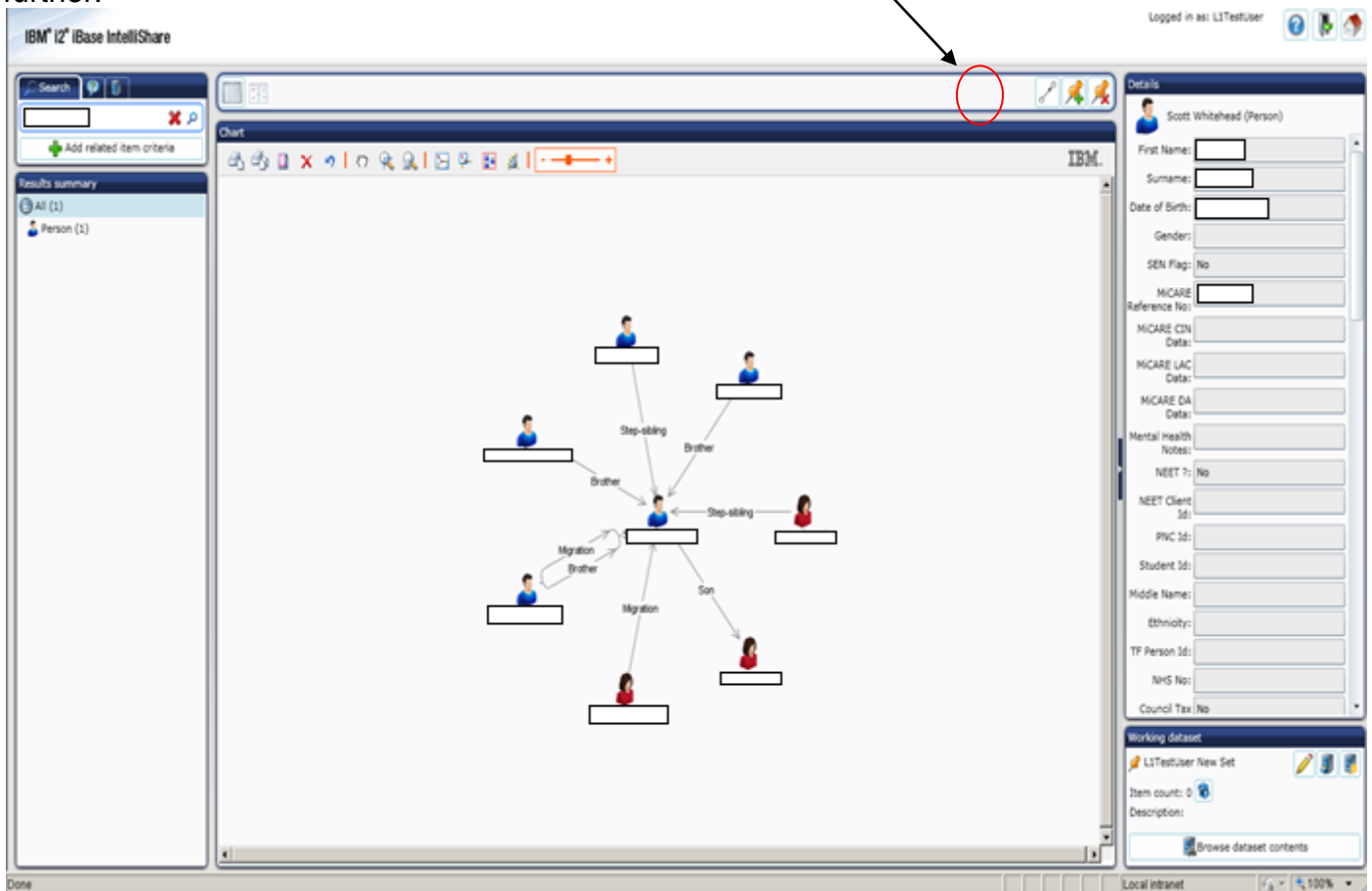
You can switch to the chart view by selecting one or more items in the list or table and clicking the  Chart selected items button.



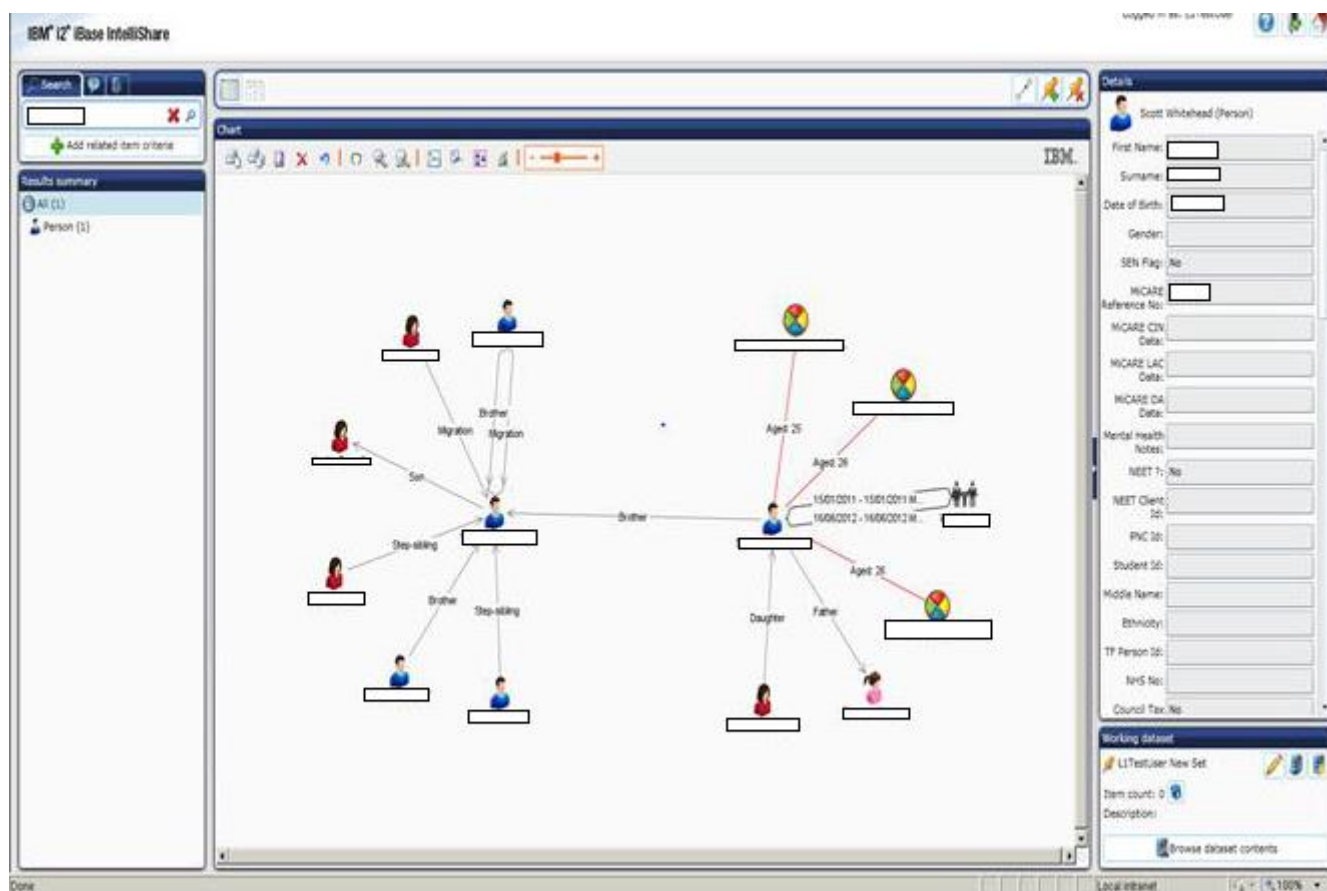
7.  Chart selected items changes the view in the central pane from either a *list* or a *table* to a *chart* containing the selected items.



Select the person and then click 'Expand the items on chart' icon from the toolbar to expand it further.



This will further expand the item and produce a chart as pictured below



UPDATE – Intellishare reconfiguration

Intellishare has been reconfigured to make family maps less cluttered and now include summary entities for the following areas;

- School Attendance
- Offences
- Safeguarding















These entities provide a summary of the issues related to an individual.

The offence summary entity can still be expanded to investigate whether any other individuals are linked to a particular crime, however the School Attendance and Safeguarding summaries contain all the information required and can't be expanded.

Navigation Key



From left to right in the user interface, the buttons perform the following actions:

-  **Print on single page** opens the Print dialog box that enables printing the whole chart on the current printer, scaling it if necessary so that it fits on a single printed page.
-  **Print at 100% scale** opens the Print dialog box that enables printing the whole chart on the current printer at full size, which will generate multiple printed pages if necessary.
-  **Page setup** opens the Page Setup dialog box that enables you to configure the printer, page size, and margins that will be used for print operations.
-  **Delete selection** removes any selected items from the chart, but not from the search results or data set contents that the chart was created from.
-  **Undo delete** restores any items that were deleted from the chart in the previous operation. This function undoes only the most recently performed delete; charts in *iBase IntelliShare* support only one "level" of undo.
-  **Panning tool** switches the chart to a mode in which the mouse drags the whole of the chart around, instead of selecting individual items and groups of items. (To cancel this mode, move the mouse pointer over the chart and right-click.)
-  **Zoom to area** engages a mode in which you can drag to select an area on the chart. When you complete the selection, the chart zooms so that the selected area fills the whole of the central pane.
-  **Actual size** immediately returns the chart to its default 1:1 magnification, regardless of its previous state.
-  **Fit to window** immediately zooms the chart in or out, so that all of the items on the chart are visible within the central pane.
-  **Fit selection to window** immediately zooms the chart in or out, so that all of the *selected* items on the chart are visible within the central pane.
-  **Select all** selects all of the entities and links on the chart in a single action.
-  **Reorganize** moves the items on the chart around to improve readability and minimize the number of crossed links. After performing this operation, you may also need to zoom the chart.
-  **Send to Notebook** displays any currently selected items on the chart in *IBM i2 Analyst's Notebook®* (if available), launching the application if necessary.
-  **Zoom** is a slider that allows you change the chart magnification manually, instead of relying on the behavior of the other buttons that also perform zooming.

Symbols key



Absence



Address



ASB



ASB - Legal Actions



CME (Child Missing Education)



DWP Benefits Check



Exclusion



Family



Free School Meals



Housing Benefit Claim



Intervention Event



Landlord



MiCARE CIN Event



MiCARE DA Event



MiCARE LAC Event



NEET



Offence



Offence Summary



Person



PRU



Safeguarding Summary



School



School Summary

Annex A

Children and Families Request to access Manchester City Council IT systems

Business Case

Why is access required? Ensure the business case covers all systems requested.

Organisation and User Details

Organisation		MCC Cost Centre	
First Name		Last Name	
Date of Birth		Current CRB/DBS/BPSS?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Team		Job Title	
Phone No.		Email address	
Location		MCC premises?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Access Timescales

Start date		End date ¹	
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Infrastructure Services Required (tick all that apply)

MCC email <input type="checkbox"/> MCC Internet access <input type="checkbox"/> Printing facilities (MCC locations only) <input type="checkbox"/>		
MCC network account to share documents with MCC colleagues	<input type="checkbox"/> (if ticked, give team name below) 	NHS Terminal Services <input type="checkbox"/> (must be arranged by the user through the NHS ICT Service)

Applications Required - MiCARE

MiCare <input type="checkbox"/> Same MiCare Role as:
--

Other Applications

YOIS <input type="checkbox"/> ONE <input type="checkbox"/> e-Start <input type="checkbox"/> PARIS <input type="checkbox"/> Intellishare <input type="checkbox"/> Other (give name)
--

¹ An end date **must** be specified for anyone other than permanent employees (e.g. agency staff, student placements)

DECLARATION – EXTERNAL USERS

This form must be completed and authorised by the user's manager and partnership lead before sending to the MCC partnership lead for verification.

External Manager/Partnership Lead Responsibilities

1. Authorising officers of external workers will detail the systems which the employee will require to undertake their duties and must review insurance arrangements for computer equipment and public and employers' liability.
2. Authorising officers of external workers must liaise with their Departmental IT service to ensure the PC or laptop has a supported and patched operating system with supported and patched operating antivirus software, a firewall and the software applications, which are required. Authorising officers of external workers must liaise with their Departmental IT service to ensure the PC or laptop has installed antivirus software, a firewall and the software applications, which are required.
3. Authorising officers of external workers will ensure that external workers who have access to Manchester City Council (MCC) data, are aware that they should access only the data for which they have a professional need to access. Monitoring of access to sensitive data will be undertaken on a regular basis. If abuse is suspected, access will be suspended, pending investigation.
4. Authorising officers of external users must ensure that their MCC partnership lead is advised when the user no longer requires access to MCC systems.
5. Authorising Officers of external users must ensure that the users familiarise themselves with the MCC Information Security Policies.
6. Authorising officers of external users must not require those users to divulge their passwords. Sharing login details is never acceptable and will in all cases be investigated.

External User's Responsibilities

1. MCC's network and systems must not be used for personal use. Specifically prohibited are personal emails and accessing the Internet for non-work related matters. Computers owned by the Council must not be used by anyone other than the authorised user. There should also be secure storage for the equipment and files.
2. External users' access to the Council's network and systems will be monitored. Instances of abuse will be recorded. Where monitoring identifies an indication of abuse, access will be suspended until the issue has been investigated.
3. External user access to MCC sensitive data will be regularly monitored. External users should access only the data for which they have a professional need to access. Instances of abuse will be recorded. Where monitoring identifies an indication of abuse, access will be suspended, pending investigation.
4. Anti-virus protection must be kept fully up to date on any computer which is used for external access.
5. Once users have access to MCC systems, they should make themselves aware of MCC Information Security policies -<http://intranet.mcc.local/cex/performance/transformation/ict/Pages/ICTPolicies.aspx>
6. External users must not reveal their passwords to anyone. Sharing login details is never acceptable and will in all cases be investigated.

MCC Partnership Lead Responsibilities

1. MCC Partnership Lead and Information Asset Owner and Directorate Senior Information Risk Owner must be satisfied that this is a valid request and that the access requested to MCC systems is relevant to the work that the user will be undertaking.
2. MCC Partnership Leads are responsible for ensuring that users who no longer require access to MCC systems are removed as quickly as possible. To this end, they should ensure that they regularly review the access needs for external users/organisations and advise istsupport@manchester.gov.uk when access is no longer required.

Declaration

I confirm that the information given on this form is correct and that I will comply with the above conditions and understand that contravening these requirements may result in suspension/removal of access and possible disciplinary action.

External User name [\(PRINT\)](#):

Signature:

Date:

External Manager name [\(PRINT\)](#):

Signature:

Date:

[\(For students this may be the internal manager\)](#)

External Partnership Lead name [\(PRINT\)](#):

Signature:

Date:

Annex B

Personal information - confidentiality and security

Personal information held by the City Council is private and confidential.

You are personally responsible for ensuring information you have access to is not improperly disclosed. You may only view and amend information that is required for your role and as you are authorised to do.

It is serious misconduct to seek information about relatives, friends or public figures, or even about yourself, for your own curiosity or for any personal benefit.

If someone you know asks you, outside your normal role, to see what information MCC has about them, you must not look. They are entitled to see this information, but you are not the person to give it to them. It is misuse of your access to look on their behalf.

You must not search for information on behalf of other organisations unless you are following an established information sharing protocol approved by the Caldicott Guardian. You must refer any other requests to your manager.

You must take care to uphold the security of electronic systems.

Log off or lock your computer whenever you go away from it.

Don't share your log-in account with someone else, or use another person's.

If someone else uses any system while logged in under your name then you will be held accountable for what they do.

Choose a password that can't be guessed easily. Don't write it down or give it to other people.

You must take care to protect personal information available to you.

Review the Department's confidentiality policy and the Caldicott guidelines. Ask your manager for advice if you are in doubt.

Declaration

I have read and understood the notice above about my responsibilities in handling personal information. I understand that failing to observe these instructions may lead to disciplinary action. It is potentially gross misconduct and can lead to dismissal.

(Name).....

(Signed)

(Date)