

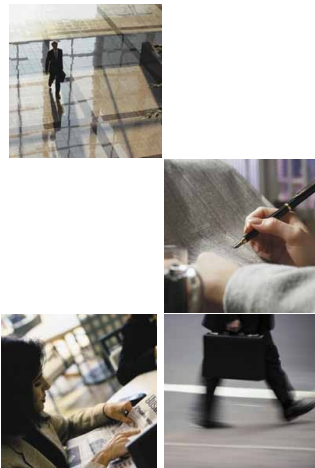
Know Edge Consortium Case Study Environment Agency



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Defence Estates – Environment Agency

Environment Agency

The Environment Agency is the leading public body for protecting and improving the environment in England and Wales. Their job is to make sure that air, land and water are looked after by everyone in today's society, so that tomorrow's generations can inherit a cleaner, healthier world. They make extensive use of spatial data and over 50% of staff use GIS tools for reference and analysis.

By 2005 the Environment Agency GIS team had successfully implemented a Corporate Data Store of over 40 quality assured datasets, with the aim of making the data available to various corporate applications. The next phase of the project was to make the corporate data more accessible to all staff and further reduce costs. There were 4 browsers in use, each with an enthusiastic user group, but the browsers were based on legacy technology that could not access the Corporate Data Store. Maintenance costs were high and there was a cost benefit case for providing *"A simple viewer, delivered to every desktop, that allows access to key information in the Central Data Store. The viewer will be very easy to use, with little or no training required"*.

Know Edge Consortium performed the business requirements analysis for the new browser, working as part of the Environment Agency GIS team. With around 13,000 potential in-house users it was challenging to define requirements for a browser to please most of the people most of the time. User groups were defined and key requirements identified for each group to ensure a wide user base. For example "Who is responsible for an incident at this location?" ensured that Customer Contact Centre Staff would adopt the new browser. Functionality to measure length and area meant that low end users a high cost GIS licence could transfer to the browser – a major cost benefit. Fast start-up and a simple postcode and address gazetteer were required by almost all staff and drew new users to the browser.

The Environment Agency team procured and implemented the browser. It now has an average of 1500 unique users per working day and at peak times generates 1200 maps per hour.