

Ffynnon

Knowledge Management & Business Change Programme



The *Ffynnon* programme is an enabler and driver of collaborative working, improving performance and knowledge management, accountability and service standards in public services in Wales. All programme partners view *Ffynnon* as a unique opportunity to create a performance management community and culture within and across the public sector that is an exemplar of what Wales can achieve as a 'small, clever country'.

The existing *Ffynnon* programme partners are the Assembly Government, Welsh Local Government Association, Local Government, Fire & Rescue Service, National Park Authorities and SunGard Public Sector.

"Organisations now have the flexibility to track and drive forward their performance and to share their information for the benefit of all. Working in this way we have the potential to deliver huge gains in the performance of front line public services in Wales." Minister for Social Justice and Local Government, Dr Brian Gibbons AM

SunGard Public Sector delivers the programme through two key components:

The *Ffynnon* system

Aspireview is a centrally hosted fully integrated performance, risk and project management software system that enables information-sharing within and across organisational boundaries, incorporating:

- Performance frameworks
- Graphical dashboard reporting
- Benchmarking facility
- Discussion forum & knowledge base
- Reporting suite
- GIS ('09)
- Automated data transfer from other applications
- Surface live *Ffynnon* content on the web

The *Ffynnon* system is being continuously developed in conjunction with all participating stakeholders focused on specific user requirements.

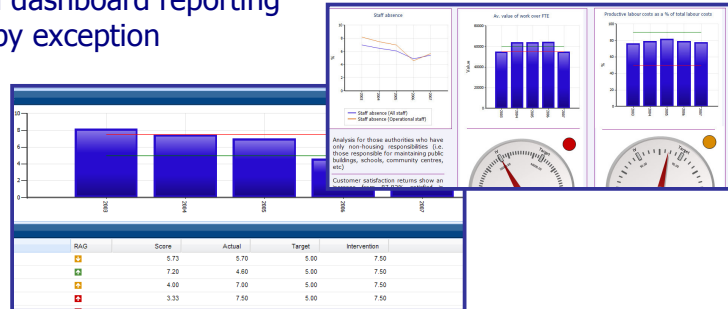
Support and consultancy

The provision of business change and performance management consultancy, including:

- Facilitation of collaborative working across Wales
- Capacity building
- Lean process improvement
- Business & service planning
- Sharing learning and best practice

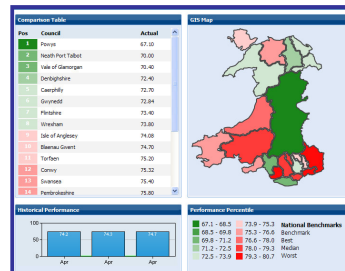
» Hub of performance management information and reporting

- Hosted performance, risk and project management system
- Graphical dashboard reporting
- Manage by exception
- More...



» Benchmarking and sharing performance information and knowledge

- National benchmarking tool
- Online discussion forum and knowledge base
- Sharing information across sectors and services areas



» Facilitated collaborative working and sharing of best practice

- Case study development and sharing
- Facilitated workshop and collaborative events

» Business change and performance management consultancy

- Capacity building
- Process improvement (lean)
- More...

» Engaging the citizen in local priorities and progress

- Embed live Ffynnon performance information within citizen facing web services

Welsh Assembly Government

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