

ENTEC UK LIMITED

Partner Interview with Pete Davis, Associate Director

INOVEM were commissioned by Entec in March 2006, and again in March 2007 to assist with the production of the annual Sustainable Development in Government (SDiG) report produced on behalf of the Sustainable Development Commission (SDC).

This high level report looks at UK Government performance against a range of sustainable operation (SOG) targets including carbon emissions from offices and transport; waste minimisation and recycling; water use; biodiversity and other areas of estate management.

The online eConsultation system developed by INOVEM was the chosen platform for the data collection exercise which underpinned the entire reporting process. This involved co-ordinating the data submission from the 21 central government departments. The data was submitted in the form of a comprehensive questionnaire, comprising 400 questions across 7 sections.

WHY DID ENTEC CHOOSE INOVEM?

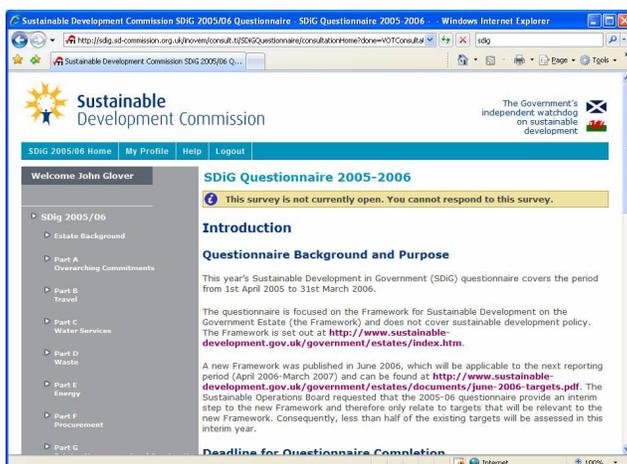
“We were particularly impressed with the way in which INOVEM’s software could be presented using our client’s existing website brand, to increase the level of trust amongst the stakeholders involved”, says Entec Associate Director Pete Davis.

“We also required a technology partner that could provide a robust and well-supported, yet cost-effective solution that could be quickly adapted to the needs of the project.”

SEAMLESS IMPLEMENTATION AND TESTING

INOVEM worked closely with Entec to upload the questionnaire on to the platform, and to ensure that the navigation around the multi-level questionnaire was made simple for the end users.

They also applied the branding of the SDC website so that the questionnaire was consistent with other sites and documents produced by SDC.



“INOVEM took particular care to ensure that from the user perspective, the questionnaire webpage appeared ‘seamless’ with the other parts of the SDC website. They also supported us in conducting extensive testing of the questionnaire, using volunteers from various Government departments.

- ▶ Introduction
- ▶ Section A
Departmental Details
A1 A2 A3 A4 A5
A6
- ▶ Section B
Climate Change and
Energy
B1 B2 B3 B4
- ▶ Section C
Sustainable
Consumption and
Production
C1 C2
- ▶ Section D
Biodiversity
- ▶ Section E
Water Consumption
- ▶ Section F
Government Mandate
F1 F2 F3 F4 F5 F6
- ▶ Section G
Additional Information
- ▶ Submit Your Answers

“During the data submission, INOVEM were on hand to provide ad hoc technical support to both ourselves and occasionally the Government departments. Once all of the data was submitted, the downloading of the completed datasets was a straightforward process, and the outputted data was ready to be analysed using Microsoft Excel.”

“We also required a technology partner that could provide a robust and well-supported, yet cost-effective solution that could be quickly adapted to the needs of the project.”

THE RESULTS

There were a number of highlights and useful features that form part of the eConsultation platform and the wider INOVEM support package that greatly enhanced the process, according to Pete Davis, including:

- **Clear and intuitive method for uploading the questionnaire.** “Although the questionnaire was very long, the process was relatively straightforward and the one-to-one training provided at the beginning of the process was invaluable.”
- **Quick, friendly and responsive technical support.** “All queries were responded to in a timely fashion.”
- **User friendly interface.** “A number of the Government departments commented that the questionnaire was easy to view and submit responses to.”

- ▶ Submit Your Answers
- ▶ View Your Answers
- ▶ SOGE Targets
- ▶ Guidance notes
- ▶ SDC Homepage

- **Extensive online support and guidance.** “Because of the way the eConsultation system is designed, it allows for all sorts of user support and guidance to be included throughout the questionnaire. This included ‘pop-up’ instructions, emails and dedicated help pages.”

Upon receipt of the completed information, Entec undertook extensive data cleansing and completed clarifications with departments to ensure the robustness of the information prior to analysis.

As part of the project, Entec developed an assessment methodology which included consideration of performance against sustainable operations targets, government mandated commitments and the use of performance management tools such as EMS, data and report verification. They also provided contextual information to better reflect sustainable operations performance between Departments.

“Our findings, as reported in the SDiG Annual Report 2007, headline that while government is improving overall it continues not to be on track with its own sustainability targets – particularly carbon emissions”, says Pete Davis.

“We also provided recommendations to improve the process, both to secure greater data integrity and accuracy, and to address re-baselining issues which arise when a department has undergone significant organisational change.”

One government department involved commented :

“Throughout the whole SOGE process, I have always found Entec to provide a first rate customer service. If I have emailed questions, I have had a quick and sometimes immediate response. If you have not been able to provide the answer, you have always investigated and then got back to me. I can't ever remember being left dangling without an answer!

“I found the platform easy to use. I had no difficulty accessing the online questions and was able to save, amend and view info very easily. The few data entry queries I raised were answered quickly.”

WHERE NEXT?

Following the success of this and other projects with INOVEM, Entec are now looking to extend the use of INOVEM products, both for external collaboration-through-to-consultation projects, and for large scale distributed corporate projects.

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LET'S GET TOGETHER

To find out more about INOVEM eConsultation Systems and Team Collaboration Systems or Development Project Portals, call INOVEM today on +44 (0)1488 648 468 or email info@inovem.com

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