

ICT Standards

The ICT team promote compliance with best practice methodologies and standards.

The Coal Authority use the 'Managing Successful Programmes methodology' (**MSP**) to manage large ICT programmes. A programme is made up of a number of projects, which, if co-ordinated or integrated into the programme, are more likely to help an organisation achieve its strategic goals and deliver measurable benefits. Managing Successful Programmes (MSP) is a structured yet flexible framework. It allows ICT Programme Managers to manage and control all the activities involved in managing a programme through providing advice on organisation, processes, communication and ways of thinking. There is a close link between MSP and PRINCE2™.

PRINCE2 is recognised as a world-class international product and is the standard method for project management, not least because it embodies many years of good practice in project management and provides a flexible and adaptable approach to suit all projects. It is a project management method designed to provide a framework covering the wide variety of disciplines and activities required within a project.

The ICT services team utilise the IT **Infrastructure Library® (ITIL)** approach to IT service management. ITIL is a cohesive best practice framework, drawn from the public and private sectors internationally. It describes the organization of IT resources to deliver business value, and documents processes, functions and roles in IT Service Management (ITSM).

The ICT team adopt **Information Security Management System (ISMS)** which enforces policies concerned with information security management. The idiom arises primarily out of [ISO/IEC 27001](#). The key concept of ISMS for the Coal Authority is to design, implement and maintain a coherent suite of processes and systems for effectively managing information accessibility, thus ensuring the confidentiality, integrity and availability of information assets and minimizing information security risks.

The Coal Authority ICT team adheres to **e-GIF** (Government Interoperability framework) which defines the technical policies and specifications governing information flows across government and the public sector. They cover interconnectivity, data integration, e-services access and content management.

The Coal Authority is committed to ensuring that our websites are accessible to everyone and we are continually working to improve our browsing experience for all of our site visitors. Our online Property Search Service (www.groundstability.com) has recently been redesigned in order to improve accessibility by following the priority 1 & 2 guidelines of the W3C Web Content Accessibility Guidelines, and the redesigned, more accessible coal.gov.uk site is currently in its user acceptance testing phase and will be relaunched later this year.