CfBT Education Trust

CACI OfficeBase, Powered by Rocket U2, Helps CfBT Education Trust Manage More Than 60% of School Inspections Across the North of England

Between 2003 and 2005 Britain's Office for Standards in Education, Children's Services and Skills (Ofsted) embarked on a large-scale change program, implementing a new inspection framework and reducing the number of its inspection service providers from several hundred to five large regional providers.

CfBT Education Trust won a four-year contract from Ofsted to carry out approximately 60% of the school inspections across the North of England. While CfBT Education Trust had extensive inspection and education domain knowledge and experience, the new Ofsted contract required wide-ranging changes to ensure that the infrastructure, resources, and systems were appropriate to the demands of the new contract. To increase the stakes further, the solution had to go live within four months to allow inspections to start at the beginning of the next school year.

Custom Solution Provider CACI to the Rescue.

Ofsted approached Rocket U2 partner CACI to build them a customized solution. CACI was given the challenge to modify their OfficeBase product to meet Ofsted's requirements, and get the system deployed within the four-month window. The solution went live on time and budget September school inspections. "Speed of development and ease of customization are two of the main benefits that the UniData database provides to our partners," said Susie Siegesmund, Vice President and General Manager of Rocket's U2 business. "I doubt this project could have been completed within four months without the flexibility that a database delivers."

Fast, Accurate Information Results in Efficiency Gains.

The solution supports the process by creating inspection jobs, matching and allocating inspectors to inspection tasks, tracking each inspection through the whole process, and supporting the writing, quality assuring and publishing of inspection reports. And because the solution is underpinned by the highly scalable UniData database, stakeholders can quickly access all inspection records and reports, thus supporting the delivery of an efficient inspection process. Commenting on the system, Simon Walkley, Operations Manager at CfBT Education Trust, said, "From the beginning I was impressed by the usability of the system the high quality of delivery from CACI. I continue to be impressed by both."

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Reading, Berkshire, England**

In only four months, Rocket partner CACI developed a custom Web-based system that coordinates all school inspections across the North of England, automatically allocating the most suitable inspectors for specific jobs.

The inspectors, most of whom are remote home-based workers, can now access a personalized view of their work schedule securely via the web. The system provides them with access to all the relevant functionality and information necessary to support their role when working at home or in the field. This includes inspection schedules and related tasks, downloading and uploading pre-inspection documents, communicating with other inspectors and accessing appropriate information.

Automated Business Rules Ensure Assigning the Right Inspector for Every Job.

Incremental developments are continually made to the web functionality, to make efficiency gains and enhance the user experience. The solution allows schedulers to allocate the most suitable inspector for the job based on numerous and very specific criteria, which are identified and automatically matched by the software according to certain business rules. These business rules include: availability, exclusions, geographical location, experience, and workload.

Data They Need, When They Need It.

Management information is generated to report on progress against the stringent Key Performance measures. Inspection reporting to Ofsted is an automated process, which amalgamates all the data captured from each inspection, which is then sent electronically via XML. "This deployment is a perfect illustration of how the CACI/UniData solution can help organizations simplify complex processes and achieve their business goals," says Siegesmund.

At the end of the second year of the contract, CfBT Education Trust had carried out more than 3,000 inspection events since the solution went live, and they continue delivering strong quality service with a lean operation. According to Phil Snelling, Head of Inspection for CfBT Education Trust, "The CfBT employs a largely contractor-based inspector workforce, who are normally available only on a part-time bases and on variable contracts. This makes the inspection process and allocation of suitable resources an extremely complex task. CACI's solution has helped us to make this process far simpler!"

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Operations Manager at
CfBT Education Trust

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