

Records & Information Management (RIM)

A KPMG Service for G-Cloud 15



KPMG – About us

Our UK Cyber team

We've worked with countless organisations across multiple sectors, including financial services, life sciences, healthcare, government, telecommunications, energy and natural resources, and legal services. Our clients range in sizes, span across geographies and industries and are subjects to various regulatory requirements and obligations.



330+ professionals

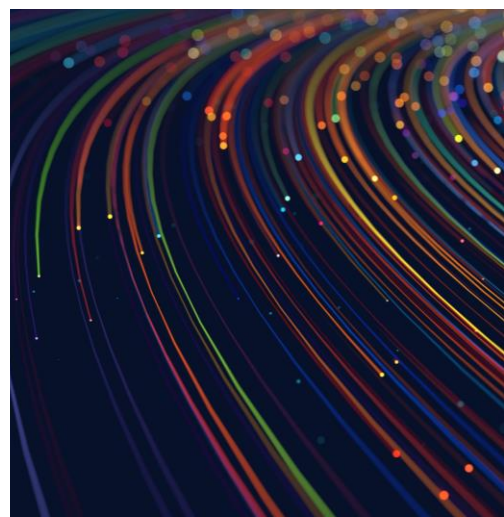
15 office locations

Part of a global team of
6200+ individuals

Our services

UK Cyber operates across 8 different service lines, catering to a wide range of governance and technical needs.

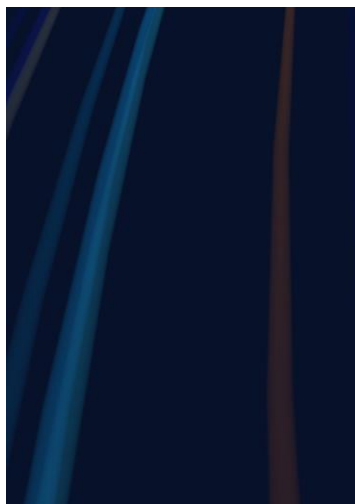
Cyber strategy 	Cyber and enterprise resilience 
Cyber tech transformation 	Cyber defence services 
Cyber risk 	Privacy compliance 
Identity and access management 	Cyber incident response 



Our Cyber team is complemented by our Connected Technology team.

We have access to a 2000-strong team of client-facing technologists combined with alliance partners, with a diverse range of skills and experience. This enables us to bring to our clients the most suitable resources, expertise and insights when needed.

We apply a data and technology driven approach to drive change through our digital transformation services.



KPMG's Records and Information Management (RIM) service



Service Description

This service assist you in assuring the security of your data as your organisation moves to the Cloud. From creation to destruction, our experienced team helps you comply with regulatory and legal obligations. We utilize bespoke strategies and programmes that address such demands; along with financial and business objectives.



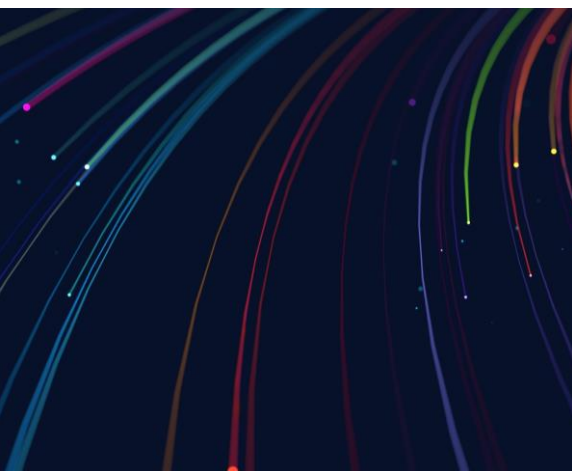
What are the benefits of KPMG Cyber Security RIM service?

- Reduction in cost through diligent disposition of legacy records and information.
- Concentrates capabilities on high risk records and information.
- Supports risk based security controls strengthening (for high risk records and information).
- Minimisation of costs for future remediation.
- Demonstrable risk reduction, compliance and governance.
- Ability to comply with current or proposed laws and regulations.



Our service features

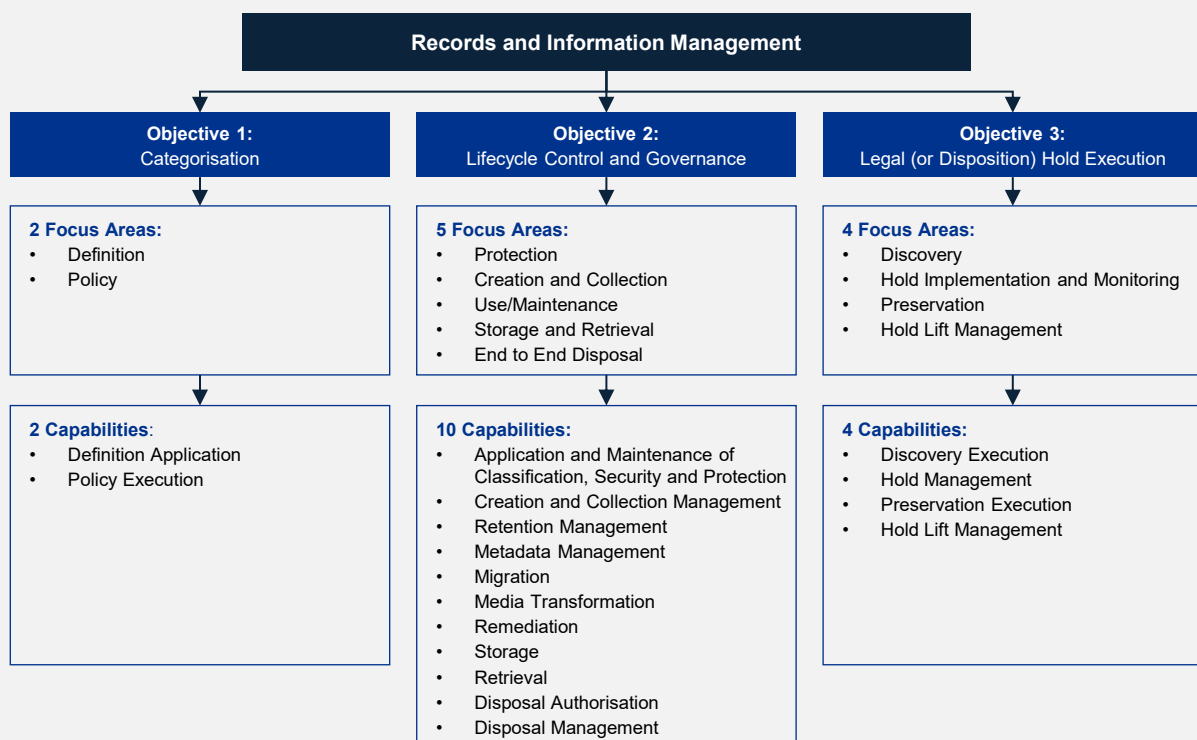
- Capability assessment - identification of gaps and remedial activity.
- RIM Strategy and roadmap.
- Operating model design and implementation.
- Programme Management.
- Design, development and delivery of RIM interventions.
- Process automation, for Instance, Information Asset Register, Subject Access Requests, Freedom of Information Act Request.
- RIM Third Party Assessments.
- RIM policy and Content Management framework.
- RIM scenario testing.



Our Approach

- The foundation of our approach is the use of our RIM capability framework which will be complimented by our panel of experts from across our firm.
- Our RIM capability framework is KPMG's structured cross sector view of the landscape from a capability (People, Process, Technology and Data) perspective. The framework architecture below captures the capabilities that need to be in place in order to achieve effective end to end RIM.

RIM Capability Framework



We use our RIM capability framework and our panel of experts to determine:

- The appropriateness and effectiveness of your RIM strategy to deliver your long term goals
- The capabilities that need to be in place to enable your strategy, in a sustainable way
- Capability gaps
- Recommendations on how to close gaps, improve your strategy, plans and capabilities

We will leverage our subject matter experts from within our firm, with expertise in areas such as privacy and public sector regulation.

Whilst we will use our RIM framework, we will also bring our industry practice to shape and inform a practical and sustainable approach to RIM.

Why KPMG

- Our breadth and depth of skills, knowledge and experience enable us to rapidly diagnose your RIM pain points, support you in shaping and achieving your strategic RIM ambitions and plan your immediate and tactical actions that may need to be undertaken.
- We are market focused – Our team understands the complexities of government and public sector organisations.
- We are proven – our case studies outline the client challenges we have supported our clients with (see below and overleaf).

Client Challenge

A Police Force had invested in a new Operational Policing Platform to become more data driven, better utilizing their data assets to improve the: quality of service delivery, citizens' outcomes, and the cost and time demands on both front and back office staff.

KPMG was commissioned to review the Records and Information Management (RIM) policies of the Force to ensure that the underlying information architecture was fit for purpose ahead of the Force's move to the new system.

To achieve this, we were asked to:

- Review the current and future state information architecture
- Review the Force's Operating Model to ensure sufficient resource and accountability was in place to sustainably deliver on the wider transformation programme's objectives from a RIM perspective
- Understand the cultural barriers to a more reliable RIM approach and – identify where accountability and responsibility for RIM should sit at different levels of the Force
- Ensure both RIM policies and future IT Architecture will be compliant with legislative obligations, such as MOPI and GDPR

KPMG Response

We supported the Force with undertaking a gap analysis to understand where it is and where it wants to be with respect to RIM policies, protocols and responsibilities.

In delivering this engagement KPMG:

- Worked with key business stakeholders to define the desired capabilities (desired target state / 'to be') for their organisation
- Undertook current state assessments and gap analysis and against the desired target state
- Delivered Target Operating Model implementation road maps which consider cyber, information and technology capabilities resulting from our connected consulting
- Drove the syndication of the Target Operating Model and the recommended capability requirements with senior management
- Delivered reports to clients detailing approach to the work, analysis of field work, gap analysis, industry insight and realistic and actionable options and recommendations

Benefits to Client

The Force was given a comprehensive report encompassing:

- A current state review
- Target state ambition
- Current to Future State gap analysis
- Set of concise recommendations, next steps and a three and six month progress checklist to maintain project momentum

In addition, KPMG provided the Force with a review of its operating model, delivering a collaboratively designed re-working of the Technical, Information Governance and Information Management capabilities already partly in place within the Force to streamline RIM policies and embed a more engaged culture through the upper middle and lower tiers throughout the organisation.

Why KPMG

Client Challenge

A Police Force sought new ways to respond to the growing demand for its services at a time of shrinking resources. They wanted to be able to effectively harness the opportunities presented by new data techniques and technologies, recognising the need to shift their approach to data, to regard it as a strategic asset that could provide valuable insights, rather than simply as a by-product of policing activity.

The client sought our support to drive a step change in momentum and capability with regards to this. Develop Data, Analytics & Data Science, and Data Talent Strategies.

KPMG Response

- KPMG worked with the Force to establish its three data driven strategies, working with key stakeholders across the organisation to assess the current level of data maturity, shape the desired future state, and determine the key steps required to realise their ambition. A set of prioritised workstreams aimed at delivering measurable benefits quickly whilst laying the foundations for sustained success were articulated.
- KPMG produced a detailed design for the new Data Office which would govern the use of data across the Force and be comprised of 290 staff members, with level 3 product and service catalogues responding to the customer, functional, technology and enabling design elements.
- KPMG delivered 5 Advanced Analytics & Data Science proof of value initiatives covering machine learning classifiers for social media analysis, casual impact analysis, clustering algorithms and demand forecasting.
- KPMG developed the business case to fund the implementation of the detailed design using government mandated techniques to model the costs and benefits of investment.

Benefits to Client

- All three data strategies were unanimously approved by the Force's Executive Board creating, for the first time in its history, a clear roadmap for delivery of value from Data.
- The Detailed Design of the Data Office was approved in full along with the associated business case, unlocking c£25m of investment for the creation of the Office and the improvement of the Force's data capabilities.
- The Advanced Analytics Proof of Value work demonstrated the real world impact of sophisticated techniques in supporting operational decision making. When surveyed, 80 per cent of Operational Commanders said the tools (even in proof of value state) would have a "significant impact" on the way decisions are made today.

Service Details

Implementation Plan

Timescales are driven by a number of variables including the scale and complexity of each Customer's scope together with quality of data and availability of resources.

We would agree the implementation plan, resource requirements and project milestones as part of the process of procuring our services.

Pricing overview, including volume discounts or data extraction costs

Consulting Prices are as per the G Cloud 14 rate structure.

Projects can be charged using either Fixed Price and Time and Materials approaches, according to the situation, and can be delivered on site and/or remotely.

Volume discounts would be considered on a case by case basis.

Service constraints like maintenance windows or the level of customisation allowed

This is not relevant as the RIM service does not involve a standard software solution.

Onboarding and offboarding support:

The range of on boarding activity required for clients adopting a KPMG Powered service would be agreed as part of the procurement of the service. As part of the service we build and agree a plan covering all relevant activities, planned times, durations, responsibilities, accountabilities and outputs.

Typical elements comprise:

Onboarding:

- Development of the project charter, if needed, and associated project guiding principles
- Assistance to develop / articulate the case for change
- Change management and communications strategy to aid who needs to be communicated with, how and when in relation to the changes the project is planning to implement
- Provision of orientation sessions in the Methodology to prepare clients teams for the program, including workshop execution
- Engagement with client teams to understand the 'as is', to take into account in change impact assessment during workshops
- Definition of collective roles and responsibilities including that for outputs
- Execution of a Project kick off event and associated materials to formally launch the project and to aid new joiners in orientation

The migration of client data is often a critical path item on the on boarding plan. We work with our clients to assist them to transition data to the new Platform. As part of this we would provide standard templates and knowledge transfer to allow the client and/or their existing service provider to extract and provide data in the correct format.

Offboarding:

Each implementation has a post go live ("Evolve phase") in which KPMG will provide post go live support working with each Clients Business as Usual (BAU) team to fully transition on going service delivery to the Clients' BAU support team according to the agreed plan.

Service Details

Service levels like performance, availability and support hours

The service levels and support hours for Cloud software vendors are per the relevant authority's direct agreement with that vendor.

How you'll repay or compensate buyers if you do not meet service levels

Any service credit regime for Cloud software vendors are per the relevant authority's direct agreement with that vendor.

KPMG can discuss specific service credit requirements on a case by case basis.

The ordering and invoicing process

The ordering process for G Cloud services is laid out in the 'G Cloud buyers' guide on the www.gov.uk website.

Invoicing arrangements will be as per the agreed G Cloud order form and will vary from engagement to engagement.

How buyers or suppliers can terminate a contract:

Our terms provide for a range of scenarios where both Buyer and Supplier are able to terminate contracts, to defined notice periods, for:

- convenience,
- failure to remedy a material breach and
- insolvency.

In addition, Supplier has the right to terminate if: (a) circumstances arise or have arisen which KPMG reasonably considers does or may impair its impartiality, objectivity or independence in respect of the provision of the Services; or (b) for legal, regulatory or other justified ethical reasons.

After sales support

KPMG can provide a range of services to assist users of this service post implementation ranging from managed services, staff secondment, impact assessments on the implementation due to cloud software vendor upgrade / major patches and associated regression testing.

Any technical requirements

Each Cloud software vendor provides details directly of their supported web browsers and personal computer and related requirements. These are not onerous and typically do not present an issue for the majority of organisations.

KPMG also uses a range of collaboration tools, as appropriate, to assist in the delivery of the Services. Microsoft Office 365 & Teams are used by all colleagues within the firm, with other tools such as Jira and Confluence being used if required for the project.

KPMG is also able to use other collaboration tools if used on client provided laptops.

Project team members will need to be provided with a software VPN and virtual machine or client laptop.



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