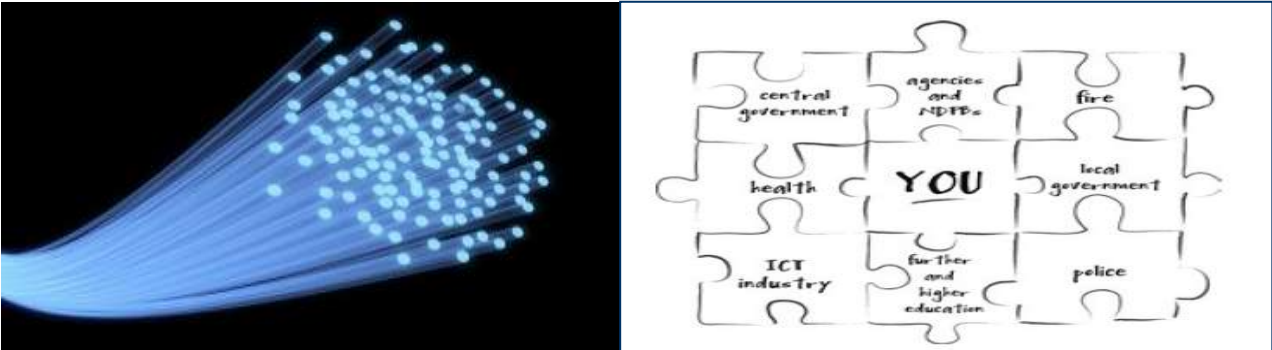


Scotland's Digital Future

The Delivery of Public Services

Colin Cook
August 2013

Scotland's Digital Strategy





**Digital
Scotland**

Context

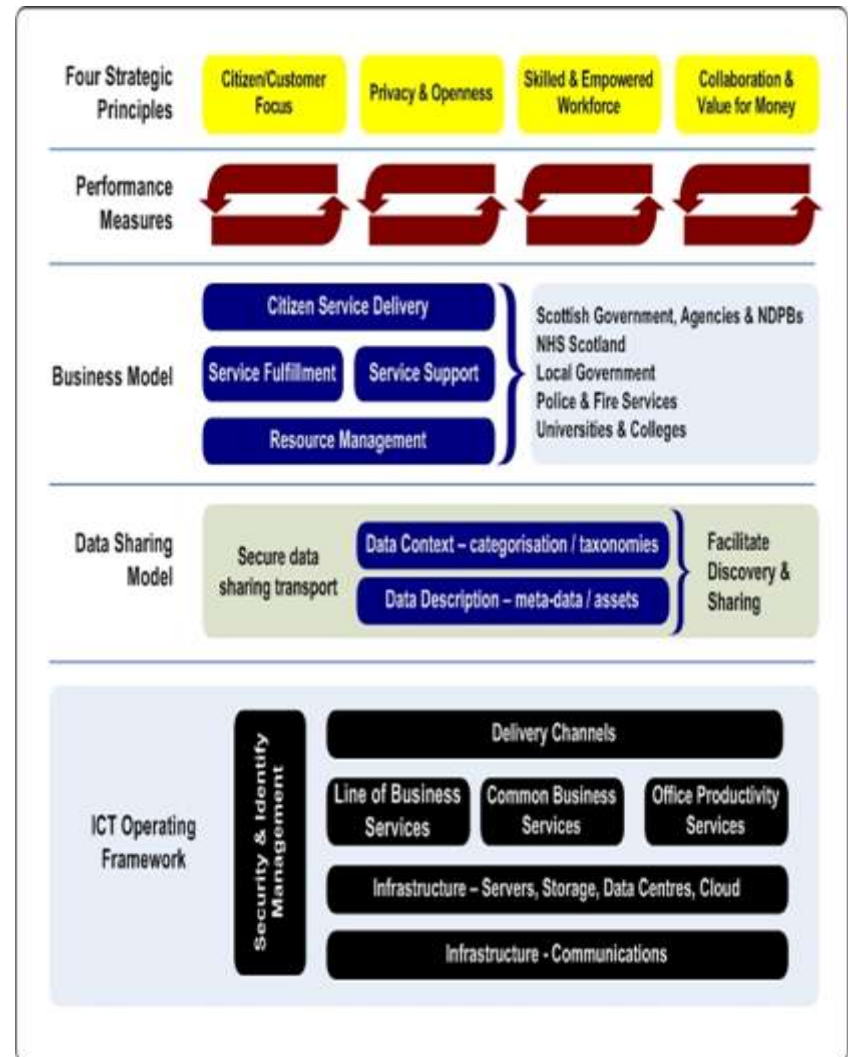
- Scotland's Digital Future
- Scotland's Digital Future: Delivery of Public Services – September 2012
- National Outcome 16- Our Public Services are high quality, continually improving, efficient and responsive to local needs
- McClelland Review of Public Sector ICT Infrastructure in Scotland
- Christie Commission: Renewing Public Services



High Level Operating Framework

What is it?

- It is a BLUEPRINT for all parts of the public sector in Scotland and includes internal services, shared services and public facing services
- public sector organisations to follow when delivering their ICT solutions
- provides guidance on how to design, develop and deliver future digital public services
- Framework to recognise the People issues as well as the technology; specifically change management and capability (staff and end users)





A single place where people, businesses and visitors can access public services

- Improving the experience of public services by putting user needs at the heart of service design.
- A vehicle for public service reform and efficiency. Reducing duplication and cost of delivery. A common look and feel across Scottish public sector services.

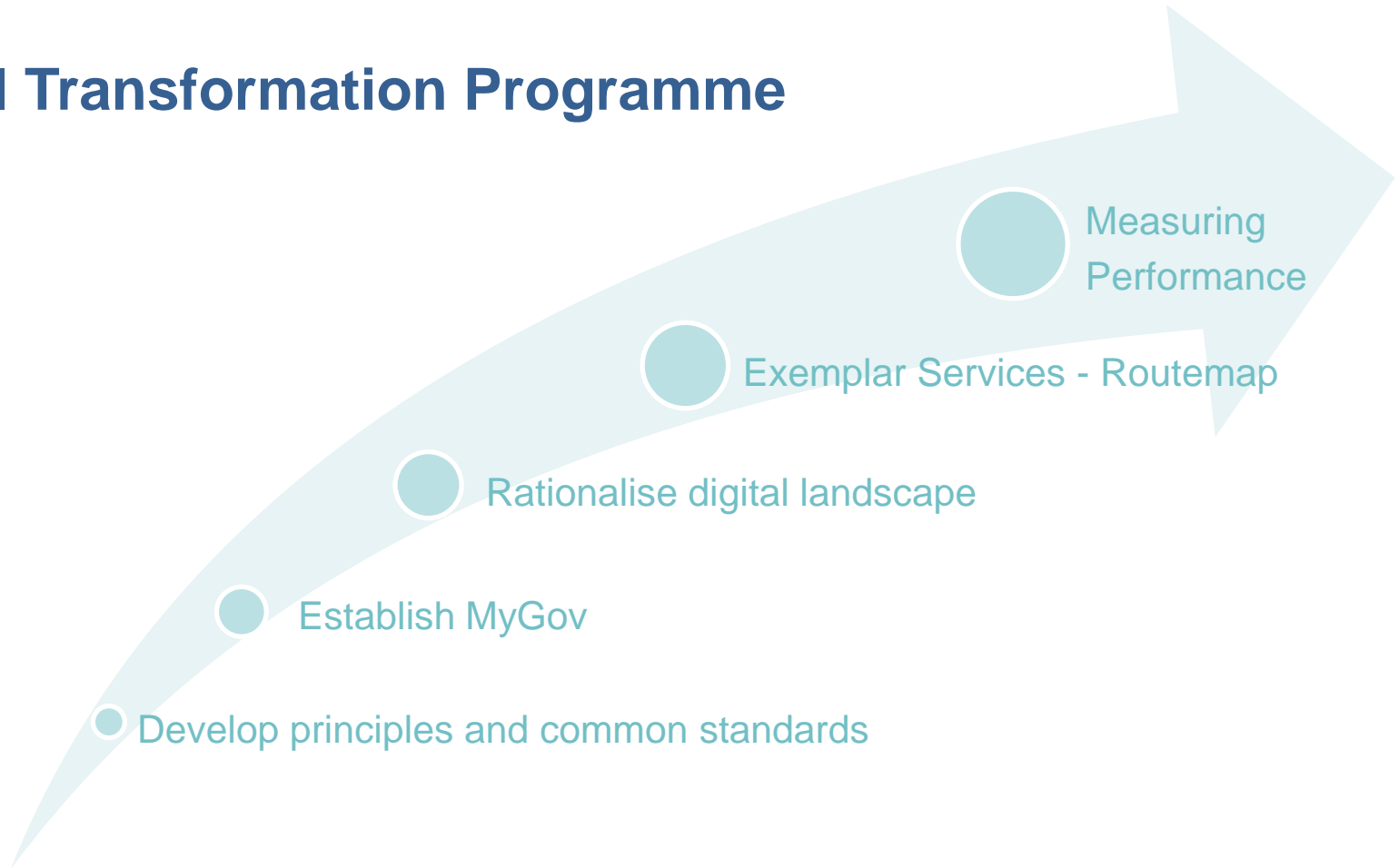
Priority Actions

- single point of access
- common look and feel
- shared development
- shared standards

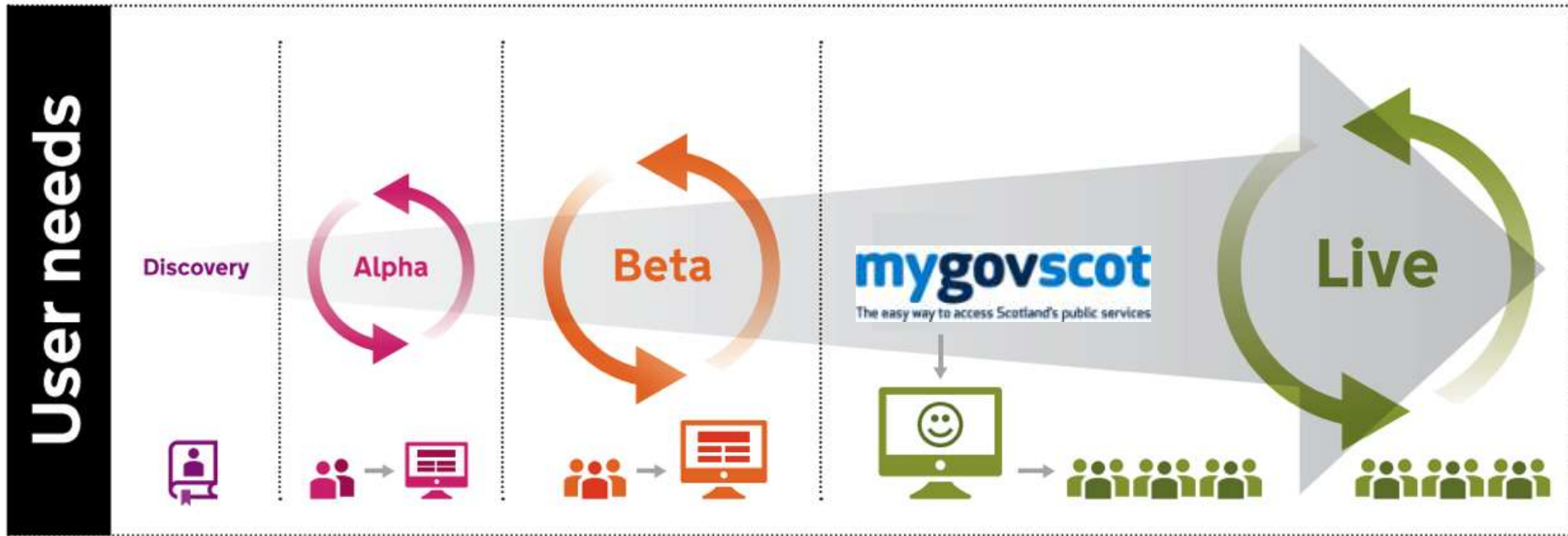


How will we do this?

Digital Transformation Programme



Approach



Mygov.scot

Update

- Currently finalising three programme workstreams that will inform the direction of the Mygov.scot website.
- **International Review.** Study of best practice in the delivery of digital services looking at services from Finland, Estonia, Australia, California.
- **Business Review.** Building a detailed picture of the digital services offered by the central government family of public bodies to begin to prioritise their redevelopment.
- **User Analysis and User Experience.** Detailed study of mainstream user needs for Mygov.scot leading to the development of an initial design 'look and feel'.
- Technical Development of Mygov.scot will begin in Autumn 2013.

Identity Assurance and Authentication

Objective

A common approach to identity assurance across the public sector will provide easy access to on-line services avoiding need for a user to have multiple sets of credentials and allowing a “tell me once” approach to provision and updating of basic data

Priority Actions

- Data Management
 - linking data to allow research that informs public services
 - analysing big data to inform public services
 - making public sector data open so others can innovate
 - sharing data to help provide a better service

Priority actions

Skilled and empowered workforce

- ICT Workforce
 - New Modern Apprenticeship
 - Skill sharing and collaboration opportunities
- Digital literacy for wider workforce



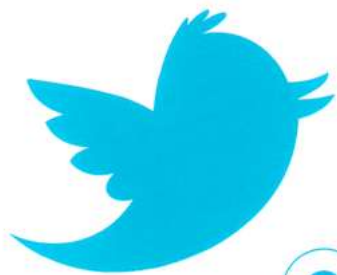
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