Title of Report	Digital Strategy Annual Report
Public/Confidential	Public
Summary/purpose of report	To provide Council with an overview of digital activity that supports progress of the digital strategy.
Recommendations	The Council is asked to endorse: the progress made against the strategy.
Author and Responsible Officer	Laura Shepherd, Director, Strategy and Performance
Link to Strategic Plan	The information in this report links to: Outcome 1: **Trusted** People who use services are protected by a workforce that is fit to practise. Outcome 2: **Skilled** Our work supports the workforce to deliver high standards of professional practice. Outcome 3: **Confident** Our work enhances the confidence, competence and wellbeing of the workforce. Outcome 4: **Valued** The social work, social care and children and young people workforce is valued for the difference it makes to people's lives.
Link to Risk Register	Risk 1: We fail to ensure that our system of regulation meets the needs of people who use services and workers. Risk 2: We fail to ensure that our workforce development function supports the workforce and employers to achieve the rights standards and qualifications to gain and maintain registration. Risk 5: We fail to develop and support SSSC staff appropriately to ensure we have a motivated and skilled workforce. Risk 8: We fail to have the appropriate measures in place to protect against cyber security attacks.

Impact Assessment	An Impact Assessment (IA) was not required.
Documents attached	N/A
Background papers	Digital Strategy 2021-2024

EXECUTIVE SUMMARY

1.   This report summaries the annual digital development and activity of the SSSC during 2023/24.

DIGITAL STRATEGY PROGRESS

2.   Nine digital development projects were agreed by Digital Programme Board during 2023/24. Eight of these were completed in year and the remaining one is Future Proofing Digital changes and is not due to conclude until 2024/25. Benefits realisation for these projects were submitted, approved and are monitoring by our Programme Management Office and regularly reported to Digital Sponsor Group.

3.   These projects supported the delivery of our Digital Strategy 2021-2024 under the following themes:

User experience
- Learning Zone Refresh
- Open Badges upgrade
- MyLearning V4 upgrade
- Website development options appraisal

User informed & Data Informed
- Customer Voice/Text Mining implementation
- Future proofing wave 2, 3 & 4

Intelligence automation
- AI process scoping

Technology architecture
- Mattersphere upgrade
- Mattersphere screening integra
- Website development options appraisal
- Future proofing wave 2, 3 & 4

Digital inclusion
- Website development options appraisal.

4.   We are currently developing the new 2025-2028 Digital Strategy. Council will be involved in this development of this at the June Council development session.

DIGITAL ACTIVITY

5.   We concluded our hardware refresh in 2023/24. The old equipment was donated to a re-use organisation who facilitates the delivery of refurbished equipment to charities, schools and other small entities that would otherwise not be able to purchase their own equipment. This considerably reduced our potential environmental impact and ensured a sustainable approach in re-using equipment where possible.

6.   Re-makery operate from premises in Leith - an area of multiple deprivation. They provide an environmental and social impact by repairing, refurbishing and reusing items that others send to landfill, and by supporting those most in need in communities with projects that tackle digital poverty and social isolation.

7.   Several staff undertook the Scottish Approach to Service Design qualification during 2023/24. This will support a user centred approach to our digital development work in future.

8.   The Future Proofing Digital Programme was subject to a Scottish Government Digital Assurance audit during 2023/24. The audit highlighted significant strengths in our programme including project management governance and user informed practices.

DIGITAL SECURITY

9.   Cyber-crime remains a threat to the digital landscape across the UK. Several high-profile attacks have been documented in 2023/24. We actively monitor the external threat landscape and work closely with other organisations to determine if further controls are required.

10.   We carry out annual penetration testing on our systems. We tested our key operational systems Dynamics 365 (includes MySSSC) and MatterSphere (includes MatterSphere customer portal) in April 2024. The outcome of all tests originally carried out was positive. No critical priority risks were found.

11.   Mandatory cyber security training is in place for all staff and staff are expected to complete this yearly on the anniversary of their commencement of employment. 90% of staff had completed the training at the end of April 2024. Compliance by directorate is as follows:

Directorate	Sum certified	Sum not certified
Strategy and Performance	43	0
Finance and Resources	26	5
Regulation	169	21*
Workforce, Education and Standards	44	1*
EMT and Support	6	0
Council Members	4	4

* denotes staff being absent from work for a variety of reasons such as, leavers, secondments, maternity or long-term sick. The staff in Finance & Resources are all within the Shared Service, we have requested several times that staff be given protected time to complete this mandatory training.

12. We conduct regular phishing test in the form of simulated emails to establish how effective training is, these can happen weekly or every few months. The evaluation of these simulations between April 2023 and March 2024 has shown an increase in the number of staff who could identify the false email and reported this to the Digital Services helpdesk.

13. Staff who take the wrong action on receipt of an email are followed up and asked to complete further training, if staff repeatedly take the wrong action on further simulation a member of the Digital Services team contacts them and their line manager to discuss further.

CONSULTATION

14. Digital Programme Board and Digital Sponsor Group are involved and consulted on all aspects of our digital work. Our staff are regularly engaged and involved in project work.

RISKS

15. We maintain a cautious risk appetite towards sustaining appropriate operational processes, systems and controls to support operational delivery. However, we have an open risk appetite for the development and enhancement of these systems subject to effective testing and implementation controls.

IMPLICATIONS

Resourcing

16.   Digital development and support budgets are allocated and monitored through the budget setting process.

Compliance

17.   There are no specific legal requirements relating to the contents of this report.

IMPACT ASSESSMENT

18.   Impact assessments are carried out on individual projects and on the strategy as a whole. Therefore, an assessment was not required for this report.

CONCLUSION

19.   Council is asked to endorse the progress set out in this report.