

Title of report	ICT Annual Report
Public/confidential	Public
Action	For information
Summary/purpose of report	To inform the Resources Committee of the work undertaken by the ICT Shared Service.
Recommendations	The Committee is asked to: 1. note the contents of this report.
Link to Strategic Plan	Strategic Outcome 3: Our resources support the professional development of the social service workforce.
Link to the Risk Register	Strategic Risk 6: We experience disruption or loss or reputation damage from a failure in our ICT systems, physical security or information governance arrangements.
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Documents attached	None

1. INTRODUCTION

- 1.1 The SSSC share an ICT infrastructure and an ICT service with the Care Inspectorate. This is delivered via a Service Level Agreement (SLA). The SLA is consistent with the stated intention of the relevant Sponsor Departments within the Scottish Government that the two bodies should as far as reasonably possible seek to share support services thereby ensuring good quality, responsive, cost efficient service delivery. The SLA is consistent with the Efficient Government agenda and the Shared Services Strategy agreed by the Council and Care Inspectorate Board. Although it is necessary to specify services to be provided and ensure the cost of providing those services is fairly shared between both parties, the spirit and intention of the SLA is for the SSSC and CI to work in partnership to provide services which deliver best value for the Scottish public. This report provides information on the delivery of this service and provides an update on developments with respect to ICT.
- 1.2 This report has been prepared at a time of significant and fast paced change in our ICT environment. Our ICT infrastructure will be significantly different over the course of the next few months and the delivery of an ICT shared service will also need to change significantly as result of this.

2. SERVICE DELIVERY

- 2.1 The ICT shared service provides essential services that are required by both the SSSC and CI as both organisations share the same ICT infrastructure. Discretionary services are also provided to support particular projects or initiatives.
- 2.2 The essential services are:
- ICT Management and Support
 - Network Support and Disaster Recovery
 - Network File and Print Service
 - Security System Services:
 - Firewalls
 - Anti-Virus
 - Encryption
 - External web
 - email filtering
 - Corporate/guest WIFI Service
 - External Web sites hosting
 - SEAS Financial System access
 - Management of Email/Calendar systems
 - Service Desk
 - User support (e.g. new starts, leavers, access rights, control and issue of ICT equipment)

3. KEY DEVELOPMENTS IN LAST YEAR

3.1 Scottish Wide Area Network (SWAN)

3.2 The Scottish Wide Area Network (SWAN) is a single public services network for the use of all public service organisations within Scotland. A migration from our private network to SWAN was completed in March 2017. SWAN delivers enhanced security, reduced costs, supports collaboration and information sharing between public bodies and provides established efficient and cost effective procurement routes for additional services.

3.3 Digital Transformation Support

3.4 ICT shared service has provided technical expertise and support to the Digital Transformation Programme Board from initial procurement work through to the current position where solutions are being implemented. This has included:

- Fortnightly infrastructure meetings with the Digital Transformation Lead and the supplier
- Provision of regular technical advice and assistance
- Identification and engagement of a suitable supplier to scope our new cloud based infrastructure needs
- Selection and engagement of an additional third level support engineer to support digital transformation projects
- Due diligence visit and associated report assessing the security, reliability and back up arrangements at NVT (the new Sequence hosting provider)
- Provided internal and sourced external resources to support the successful migration to the new hosting environment.
- Decommissioned the infrastructure to connect to the previous hosting environment.

3.5 Cyber Resilience

3.6 The threat of cyber attacks is increasing and is high profile in the public sector. ICT have undertaken several initiatives to address these threats:

- The Chief Technical Officer has successfully completed the Cyber Resilience RESILIA Foundation Certificate and the Cloud Security Practitioner Certificate (GCHQ certified at **application/specialist** level) and it is planned that the ICT Infrastructure Manager will undertake the same training.
- Penetration testing completed in November 2017 with the next test scheduled for May 2018.

- We are operating to the Scottish Government Cyber Resilience Action Plan.
- We have successfully applied for membership of the Scottish Cyber Information Network (SCiNET).
- Currently undergoing Cyber Essentials Plus assessment with a view to achieving certification at this level for our ICT environment.

3.7 Infrastructure

3.8 ICT has substantially completed the migration of the main production environment from Compass House to a secure Data Centre. This will provide a more secure and resilient operating environment.

3.9 Customer Service

3.10 A number of customer service initiatives have been introduced recently. These include:

- Monthly ICT Service Desk visits. These office visits give staff the opportunity to speak directly with a member of the ICT team to discuss issues, outstanding service desk calls, training etc.
- A revised call escalation procedure.
- Attendance at quarterly "superuser" groups. The "superuser" group consists of departmental representatives from across the organisation and ICT representatives. The meetings address significant ICT issues, new developments and lessons learned.

4. LOOKING TO THE FUTURE

4.1 Our Digital Transformation programme and in particular the appointment of a Digital Transformation Lead has highlighted that the SSSC have the opportunity (funding and no legacy systems) to move at a faster pace towards a more modern cloud based infrastructure and ICT equipment refresh programme than the Care Inspectorate. The re-implementation of Sequence and the introduction of a case management system has made this opportunity to move at a faster pace a necessity. Therefore the SSSC will move to Windows10, introduce cloud based Office 365 and deliver a refresh of ICT equipment ahead of the Care Inspectorate.

4.2 The different pace of technological advance will significantly alter the shared ICT service. The Digital Transformation Lead, Chief Technical Officer and Head of Shared Services will work closely together to establish and implement changes to the shared service arrangements as the requirements become clearer.

5. RESOURCE IMPLICATIONS

- 5.1 This report is for information therefore there are no specific resource implications.

6. EQUALITIES IMPLICATIONS

- 6.1 An Equality Impact Assessment has not been carried out.
- 6.2 I confirm that this report is for information only and will have no negative impact on people with one or more protected characteristics and a full Equality Impact Assessment is not required.

7. LEGAL IMPLICATIONS

- 7.1 There are no specific legal implications to consider.

8. STAKEHOLDER ENGAGEMENT

- 8.1 This report is for information only and stakeholder engagement has not been required.

9. IMPACT ON USERS AND CARERS

- 9.1 This report provides an update on our ICT shared service arrangements and therefore does not provide any new impact on users and carers. However, effective and secure use of ICT is essential to the efficient and effect delivery of our strategic outcomes which are intended to deliver benefits, protection and assurance to users and carers.

10. CONCLUSION

- 10.1 The Committee is requested to note the information on the delivery of the ICT shared service over the past year. The Committee should also be aware that the provision of shared ICT services between the SSSC and the Care Inspectorate is likely to change significantly over the next year.

11. BACKGROUND PAPERS

- 11.1 None.