

Title of report	Digital Development Update
Public/confidential	Public
Action	For information
Summary/purpose of report	This report presents an update on our digital development work. It also presents the governance groups that will oversee delivery of digital development in the future.
Recommendations	The Council is asked to: 1. approve the progress made to date.
Link to Strategic Plan	The information in this report links to work towards the outcomes in the Strategic Plan 2017-2020.
Link to the Risk Register	Strategic Risk 2 - The SSSC is notable to demonstrate to our stakeholders (including the Scottish Government) that its operational activity is fulfilling its strategic outcomes.
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Documents attached	Appendix 1: Digital strategy 2017–2020 Delivery Plan 2019/20 Appendix 2: Digital development budget information
Background papers	Paper on budget 26 March 2019 Council (appendix on digital priorities).

1. INTRODUCTION

- 1.1 This report presents a summary of our progress delivering our digital aims since June 2019.

2. PROGRESS UPDATE

- 2.1 Seven digital projects are underway and overall progress is good. There is some extension to the original timescales for two of the projects, which is due to third party resourcing. These extensions are very short and at most will be a matter of weeks. However, Scottish Government Sponsor team have no concerns currently and are happy to agree to extensions into April 2020. Digital Sponsor Group are fully aware of the position of each project to date.
- 2.2 The contract for maintenance of D365 and MySSSC infrastructure support project is progressing well. We have commissioned Scottish Government Procurement to manage the project in partnership with our Digital Team. Scottish Government Digital Transformation and Scottish Government Digital Assurance Team are also commissioned to support this procurement activity.
- 2.3 Three red risks have been identified and reported to Digital Sponsor Group as follows:

- a. DSR-003 – The risk of unavailability of key skills or resources from key external sources (i.e. Microsoft, NVT, Incremental Group, TRE).

Prior to the Christmas break we were experiencing delays in progressing work with the involvement of Scottish Government Digital Transformation Service (DTS). This was due to their reduced capacity. The concerns were addressed with the managing officer at DTS, with assurances that increased capacity had been secured for the new year. Digital Sponsor Group discussed the impact and previous issues experienced and agreed to raise the issue with SSSC Sponsor at the liaison meeting at the end of January.

Incremental Group has seen a further two staff leave in the last month. They are actively working on securing replacements. This is being tracked through weekly meetings and assessing the impact to existing and projected work.

Gross rating – red 16
Residual risk rating - yellow 4

- b. DSR-024 – There is a risk that Microsoft licencing price changes will affect SSSC ability to sustain use of products.

Programme Board approved the licencing for a further 12 months at the current rate and we are waiting to get a confirmed statement from Microsoft to allow an assessment to be conducted to any

changes to our solution licence costs. Options paper discussed at Digital Sponsor Group. Expectation that Microsoft was to make a statement end December 2019 but to date no release has been made.

Gross rating – red 25

Residual risk rating – amber 12

- c. DSR-021 – The risk that we experience a cyber-attack or impact from an unintended action.

We now hold Cyber Essential Plus accreditation as of 4 December 2019 and as a result we have reduced our risk profile. Cyber awareness training solution is being implemented to address this risk (see below).

Gross rating – red 16

Residual risk rating - amber 12

- 2.4 Cyber awareness training has been implemented for the organisation. The full details of this can be found in the Audit and Assurance report to Council.

3. MONITORING AND REPORTING

- 3.1 The Q3 update of the Digital Strategy delivery plan is attached (appendix 1). This continues to show steady progress in the delivery of the Strategy as we move towards the last quarter of monitoring. A new Digital Strategy for 2020-2023 will be drafted in line with the new Strategic Plan.
- 3.2 The Benefits Realisation Plan continues to be monitored and the next submission to Council in May will provide the second bi-annual overview of 2019/20. The Plan will be revised and a new 2020/21 submitted at the same meeting.

4. RESOURCE IMPLICATIONS

- 4.1 Digital development has an allocated budget that is monitored as part of the overall SSSC budget, this is attached in appendix 2.

5. EQUALITY IMPACT ASSESSMENT

- 5.1 An Equality Impact Assessment has not been carried out. This report does not present a new or updated policy, guidance, practice or procedure.

6. LEGAL IMPLICATIONS

- 6.1 There are no specific legal implications relating to the contents of this report.

7. STAKEHOLDER ENGAGEMENT

- 7.1 Our digital development benefits realisation plan includes a survey of registrants about their perceptions of our online service provision.

8. IMPACT ON SERVICE USERS AND CARERS

- 8.1 Our digital development aims to put users and a customer focus at the centre of our service planning and delivery.

9. BACKGROUND PAPERS

- 9.1 Council paper on budget 26 March 2019.