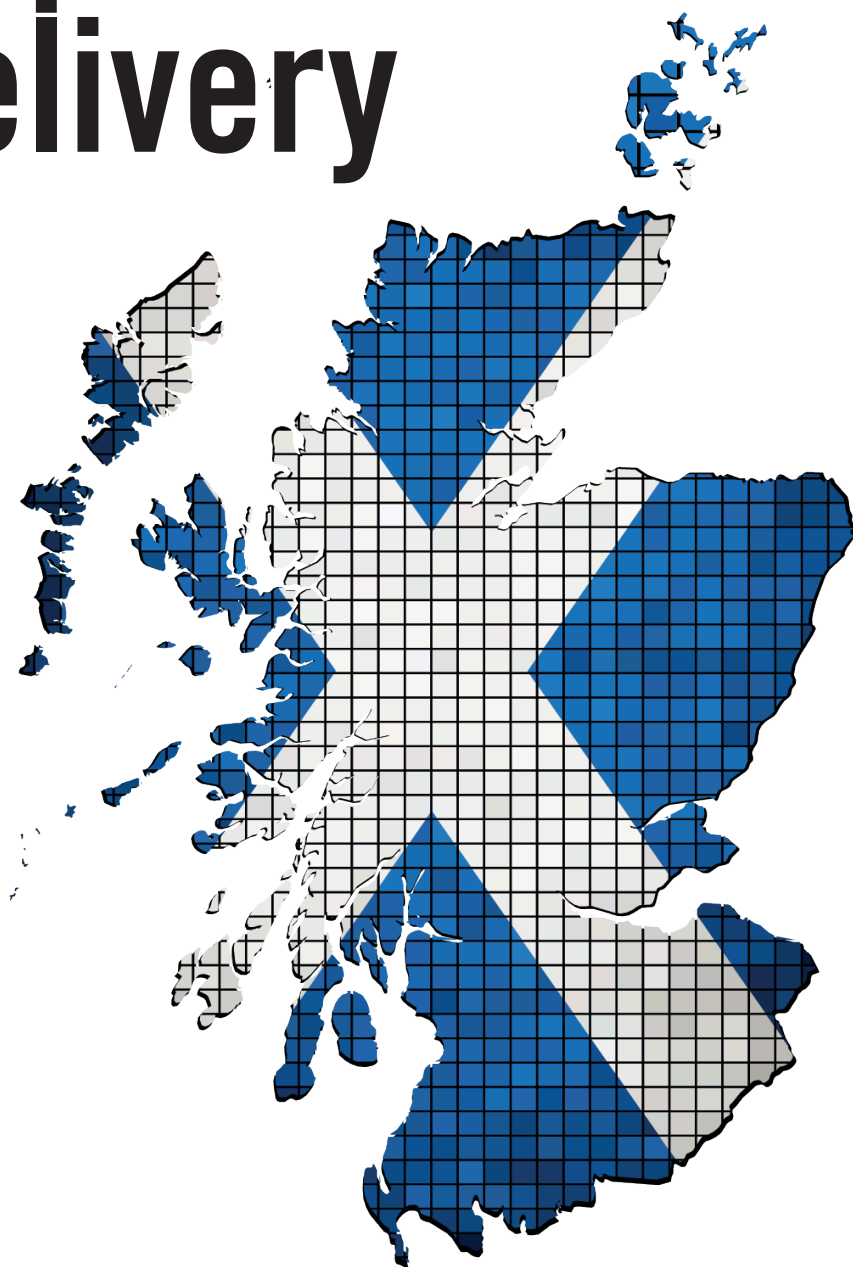


Digital transformation in public service delivery



An Engineering
Policy Group
Scotland Holyrood
Briefing given
at the Scottish
Parliament on 3rd
October 2017

This document comprises material presented during an Engineering Policy Group Scotland 'Holyrood Briefing' which was held on Tuesday 3rd October 2017, at the Scottish Parliament, in the Fleming Room Committee Room 3.

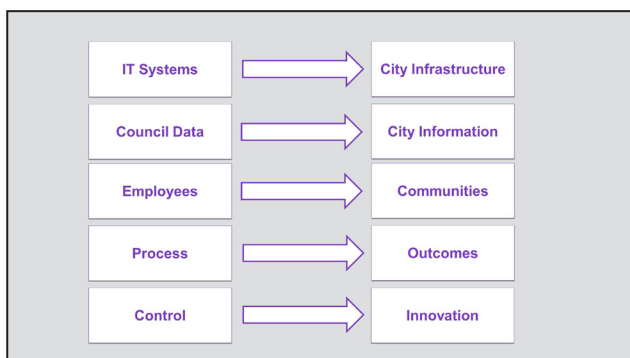
The event was hosted and chaired by Ivan McKee MSP.

Dr Colin Birchenall, Chief Technical Officer at Scottish Local Government, a partnership of 30 Scottish Local Authorities was the guest Speaker who gave the keynote address. In addition to the Speaker and Chairman, there was also a panel of MSPs who together with the invited audience held a discussion after the main presentation. The Panel included: Liam McArthur MSP and Finlay Carson MSP. Other MSPs who attended the event included: Patrick Harvie, Leader of the Scottish Green Party and Stewart McMillan.

Following the publication of the Scottish Government's updated Digital Strategy in 2017, this event focussed on how digital technology can drive improvements in the ways in which public services are delivered across various sectors within Local Government including health and social care, education and environmental services.

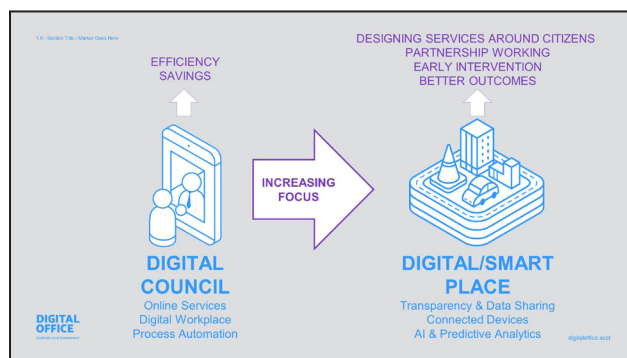
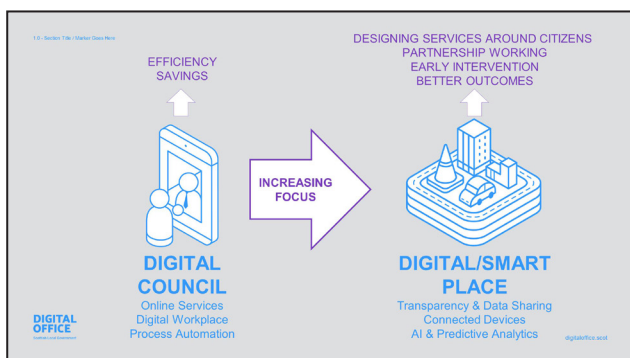
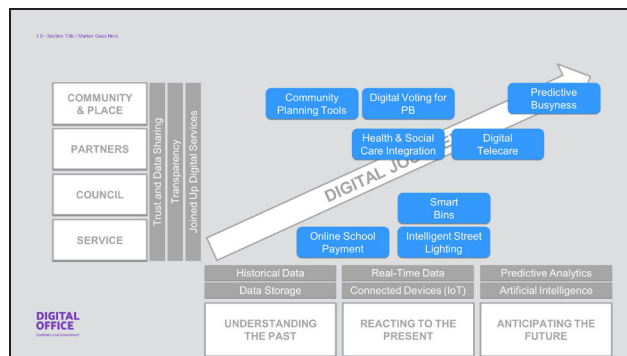
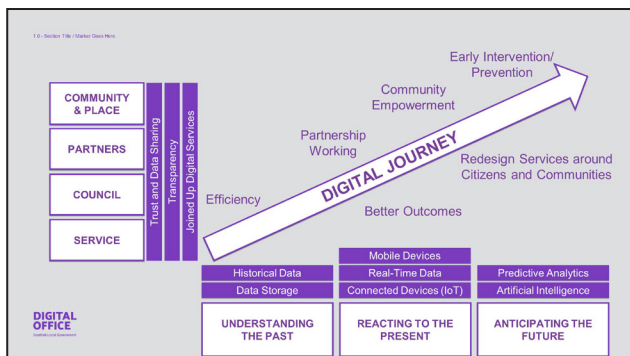
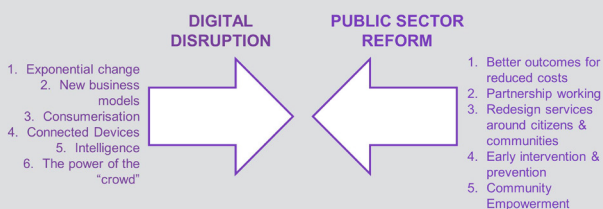
Issues raised included matters such as:

- What are the advantages of digitisation for councils?
- What progress are local authorities making towards digitising public services and when will we be at the full switchover point?
- In some cases (e.g. care of the elderly) could the use of this type of technology result in these people becoming even more isolated?
- Does the existence of multiple systems across a variety of platforms preclude advances in this area?
- How will the development of shared information systems between many local bodies be paid for?
- How do local authorities and the public sector utilise public and private data? How can better use of data improve public sector performance?
- How are local authorities building in cyber resilience to their services?



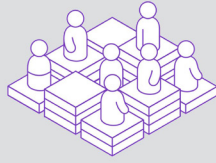
**Digital provides a once in a
lifetime opportunity to
transform
Public Services**

The Digital Transformation Opportunity for Local Government



THE DIGITAL PARTNERSHIP

30 Councils, SOLACE, COSLA, Scottish Government, Improvement Service, SOCITM, Scotland Excel, SEEMIS, NHS

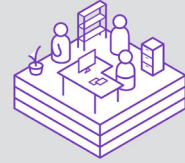


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THE OFFICE

Role....

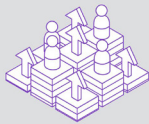


<http://digitaloffice.scot/about/our-team-7>

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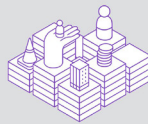
THE PROGRAMME



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FOUNDATIONS



DIGITAL
LEADERSHIP



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Cloud Services
Review



Network
Review



Cyber Security
Review



GDPR Readiness



Better Use of
Data



Mobile & Flexible
Working



Common Platforms

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DIGITAL LEADERSHIP



DIGITAL
MATURITY



DIGITAL-
INFORMED
ELECTED
MEMBERS



DIGITAL
SKILLS



DIGITAL
TRANSFORMATION
CAPABILITIES



DIGITAL
INNOVATION
EXCHANGE

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DIGITAL SERVICES



DIGITAL
CUSTOMER
INTERACTION



DIGITAL
ASSETS



DIGITAL
HEALTH &
SOCIAL CARE



DIGITAL
LEARNING &
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Delivering the Digital Potential for Scottish Local Government

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Inclusive Economic
Growth

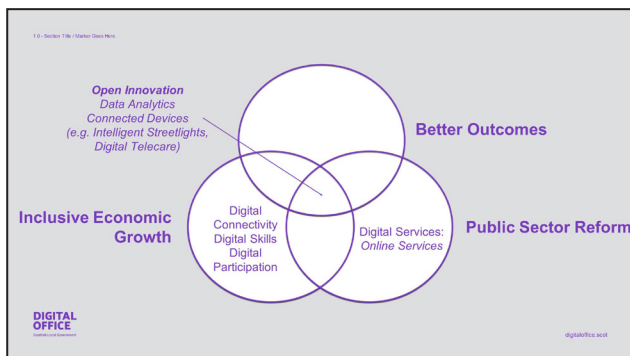
Public Sector Reform

Digital
Connectivity
Digital Skills
Digital
Participation

Digital Services:
Online Services
Apps, etc.

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Considerations

1. Trust
2. Privacy and Cyber Security
3. Ethics
4. Equality
5. Culture
6. Investment

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Scotland's Digital Gateway

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Summary

1. This is a once in a **lifetime opportunity**
2. It's not about technology. **It's about services.**
3. It's not about savings – it can deliver **better outcomes**
4. Local Government has created a **novel partnership** to facilitate
5. Increasing the focus to "**Digital Place**" provides the opportunity to accelerate the delivery of Christie Principles
6. It will require **cross-sector collaboration** and community engagement
7. It requires **new leadership approaches** and capabilities
8. By adopting "open innovation" it can provide **new economic opportunities**

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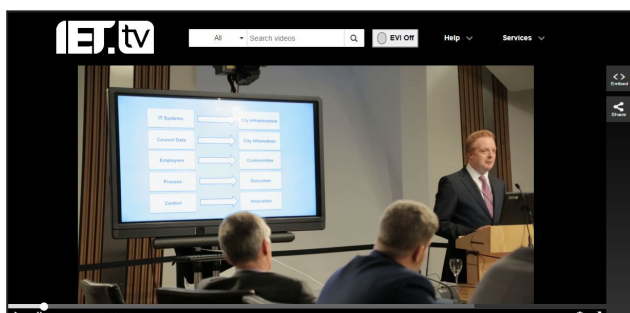
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If we don't disrupt ourselves, somebody else will...

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Video of proceedings



<https://tv.theiet.org/?videoid=11103>



The Institution of Engineering & Technology
Michael Faraday House
Six Hills Way
Stevenage Herts
SG1 2AY

T: +44 (0)1438 765690
E: sep@theiet.org
www.theiet.org/policy

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