

Scotland's Digital Future: Delivery of Public Services

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Purpose of document	Summarisation of documents of high importance for the Business Case
Project detail (delete row if appropriate)	(project name, project owner(s), dates, organisation(s) involved)
Other detail (delete row if appropriate)	

Related projects	Names and doc reference numbers
Keywords	Digital first; next generation broadband; infrastructure; network; cloud; mobile; fiber optic;

Name of Strategy:	Scotland's Digital Future - Delivery of Public Services
Date:	12 Sept 2012
URL:	http://www.gov.scot/Publications/2012/09/6272
Key words:	Digital first -approach; collaboration; citizen focus; shared standards and interoperability; motivated, digitally literate workforce; re-use of existing resources; joint-up thinking; networked communication; innovation
Why does this strategy exist? (what's the problem/opportunity this stems from)	<p>Need to support public service reform that focuses on achieving outcomes with more efficiency. The four pillars of reform:</p> <ol style="list-style-type: none"> 1) decisive shift towards prevention – preventing problems before they arise 2) collaboration and integration - supporting greater integration of public services at a local level 3) workforce development and effective leadership – new ways of working 4) improving performance through greater transparency, innovation and use of digital tech. <ul style="list-style-type: none"> • Digital public services and cost effective use of ICT – crucial role in all the pillars.
Summary:	<p>Scotland's national digital public services strategy and action plan is a key part of the public service reform programme.</p> <p>It signals a way in which public bodies can collaborate to ensure that services – whether at national or local level – can be truly joined up to meet the needs of the users of our public services, the citizens of Scotland.</p> <p>This strategy sets out a vision for Scotland where digital technology provides a foundation for public services that meet the needs of the user – that means responsive services where organisations are working together across sectors.</p>
Key goals and means to achieve them:	Our vision for Scotland is a country in which:



- digital technology (DT) provides a foundation for innovative, integrated public services that cross organisational boundaries and deliver to those in most need, and for services for business that promote growth
- DT captures patterns of service use and feedback, so that users of public service are more directly involved in service design and improvement
- this use of digital technologies provides a firm basis for a shared commitment to, and responsibility for, public services

Objectives:

- use DT to redesign services and better meet people's needs, including the opportunity for citizens to have more control over when and how they access services
- deploy DT in ways that reduce the cost of services to the user and provider
- deliver services and manage data in a way that supports businesses and provides new business opportunities and contributes to economic growth

To achieve this, the public sector will:

- adopt "digital first" approach – everything that can be delivered online, will be delivered online;
- collaborative working to simplify and join-up services, utilizing the possibilities offered by DT where possible;
- shared standards and interoperability affording both local, national and international collaboration;
- have a motivated, digitally literate workforce
- joint-up thinking in procurement with re-use as first principle
- have a public sector network supporting resilient high-volume and high-speed communication.

Expected outcomes:	<p>Citizens of Scotland will find it easy to access digital services and be confident in doing so because:</p> <ul style="list-style-type: none"> • Services are well designed and useable • There is a choice of channels to access them • Assistance is available to those who need it • Services will continually improve because providers act on the feedback and performance analysis that digital tech allows where needs are complex; receive a response that is coordinated and personalised through effective and appropriate use of information and the supporting tech; • They can be confident that service are resilient and that personal information will be kept secure.
Key quotes:	<p>“Digital is a vital resource in delivering the desired outcomes of key reform initiatives. These include:</p> <ul style="list-style-type: none"> • Health and social care – professionals require a robust digital network that enables data sharing to support integrated health and social care services to the patient • Education – developing a user-centred environment to ensure Scotland’s teachers, learners and parents can take full advantage of opportunities offered by digital services • Police and fire reform – protecting and improving local services by stopping duplication of support services and creating more equal access”
Parent/child document (of what)?	<p>Relates to: “Renewing Scotland’s Public Services” & “The Scottish Economic Recovery Plan: Update February 2011”</p> <p>Aligns with: “Response to the McClelland Review of ICT Infrastructure in the Public Sector in Scotland”</p> <p>Child of: “Scotland’s Digital Future: S Strategy for Scotland” (2011)</p>