

Colin Mair
Chief Executive
Improvement Service
iHub
11 Quarrywood Court
Livingston
EH54 6AX



7 December 2015

Memorandum of Understanding between the Scottish Government and the Improvement Service for provision of Customer First 2015-18

1. The Scottish Government and the Improvement Service have a joint interest in identifying opportunities that accelerate the wider implementation of Digital Public Services and using ICT to enable better outcomes and public sector reform. Both parties are working in partnership to ensure the maximum effective use of Customer First's intellectual and physical assets.

Customer First

2. The Scottish Government sponsors the Customer First initiative as part of the overall efficiency and reform objectives of the wider Scottish public sector.
3. The managing 'agent' for the initiative is the Improvement Service. The 'delivery agents' for the services include Scottish local government. The 'delivery partners' for the services include National Records of Scotland and Scottish local government.
4. This agreement covers the 3 year period April 2015 to March 2018. The Scottish Government will provide funding for Customer First of £4.6m per annum to the Improvement Service.

Scope

5. Scottish Government funds as part of the Customer First programme:
 - 'mygovscot myaccount' (verification and sign-in)
 - Master data management
 - National Entitlement Card (noting discussions underway regarding the role of NEC in the delivery of smart and integrated ticketing)
 - One Scotland Gazetteer (maintenance and enabling greater use of)

In addition to the Customer First programme, the Scottish Government also separately funds work managed and/or hosted by the Improvement Service:

- Tell me Scotland
- Support for delivery of the local government ICT strategy

6. For clarity, whilst the overall programme continues to be referred to between Scottish Government, the Improvement Service and local government as Customer First, the outwardly-facing brand name of 'mygovscot myaccount' ('myaccount' for short) for the verification and sign-in element has been agreed and will hence forth be used as the 'public brand'.

National Strategy for Secure and Easy Sign-In

7. In April 2014 the Scottish Government set out its policy for secure and easy sign-in to online services delivered by the Scottish public sector. As well as the proposed solution/platform for citizen access, myaccount has a particular role to play in helping councils and their partners exploit digital potential to the full. myaccount is managed and operated by the Improvement Service on behalf of Scottish Government for the Scottish public sector. In addition to providing myaccount, it is expected that the Improvement Service's Customer First team will contribute resources to the continuing development of policy and best practice for verification of individuals and businesses.
8. The Improvement Service will continue to deliver the current Customer First programme and to pursue opportunities for meeting the needs of additional public services. Any investment(s) during the next 3 years in hardware and software should therefore support continued delivery for up to a period of five years and be agreed with Scottish Government. At all times the Improvement Service and Scottish Government will seek to ensure that best use is made of the existing assets within Customer First.

Governance

9. Governance of Customer First in 2015-18 will be delivered as follows: Management Meetings will be held between representatives of the Scottish Government and the Improvement Service, on a quarterly basis. To inform the meetings, the Improvement Service will provide Scottish Government with, but not limited to: budgetary updates; progress report (including promotion and uptake of myaccount); forward workplan highlighting any key issues and risk registers. Scottish Government will engage with interested parties in Scottish Government (including eHealth and Transport Scotland) to inform discussion at the management meetings. Scottish Government will also update and seek advice from the Improvement Service on policy developments that impact on the services they manage. The Improvement Service will undertake direct customer management with key stakeholders who use or may use myaccount to feed in to relevant information to the Management Meetings. Management Meetings will also consider, as necessary, issues raised at the User' Forum group (comprising, in the main, service providers using myaccount) and the Information Assurance Forum (IAMSF).
10. The Improvement Service Board will consider Customer First as it impacts on the Improvement Service delivering its objectives, and in relation to financial viability. A Scottish Government representative will attend the standing Customer First item.

Deliverables

11. The Customer First programme will use the funding provision to continue to deliver the core services identified below. In addition, it is expected that the Improvement Service will identify opportunities to refine the services to deliver both efficiency savings and mutually agreed outcomes. Where the Improvement Service arrange for other organisations to carry out elements of Customer First (such as the current use of Dundee City Council to deliver the National Entitlement Card), it will ensure that a service level agreement is in place between the two parties setting out how the arrangement will contribute to the delivery of Customer First.

12. In maintaining and delivering the existing core services of Customer First, the Improvement Service will:
 - Manage a shared national ICT infrastructure accessible by all 32 councils and partners and used to deliver a number of critical national business applications.
 - Manage a secure identity assurance, authentication and change of circumstances messaging service (myaccount).
 - In line with Scottish Government policy, proactively promote and drive adoption of 'myaccount' within local government and health and, as advised by Scottish Government, across central government bodies.
 - For the delivery of 'myaccount', appropriate agreements covering, for example, Terms & Conditions, Information Sharing etc are established between the Improvement Service and each public body using the service.
 - Only use the NHSCR as provided for by legislation and agreements with National Records of Scotland.
 - Provide data for the DPS Measurements and Benefits framework in relation to usage of 'myaccount'.
 - Through myaccount, promote best practice across the public sector in the capturing and use of data to support verification and the matching of records.
 - Work to meet agreed myaccount adoption targets (targets will be agreed between Improvement Service and Scottish Government at the quarterly management meetings).
 - Respond to any request in relation to 'myaccount' received under the Freedom of Information (Scotland) Act 2002.
 - Notify Scottish Government immediately in the event of any data breach.
 - Manage a Scottish public sector smartcard solution and shared Card Management System (CMS) for the National Entitlement Card (NEC) scheme that will:
 - provide access to local government services as agreed with Councils
 - underpin the delivery of the national concessionary travel scheme across Scotland, including the issue of over 1.4 million NEC customers (and shared customer records).
 - underpin, if required, the delivery of the Smart Ticketing Delivery Strategy via an ITSO smart travel card (and shared customer records)
 - underpin the delivery of the Young Scot Card including the issue of over 500,000 Young Scot NEC cards (and shared customer records).
 - provide an online portal, using myaccount, which will allow users to change details and request a new card.
 - Maintain the One Scotland Gazetteer (OSG), a complete data set of over 3.2 million property records in Scotland that:
 - supports ePlanning, issuing around 900 online planning applications per month.
 - enables the issue of around 13,000 home energy certificates per month.

- Underpins the Scottish Police Gazetteer (SPG) which is used within Police Scotland's Command and Control application
- Maintain service levels and continuity by undertaking a planned programme of essential infrastructure refreshment and replacement.
- Support and work with national and local government to secure additional benefits from the established Customer First services through strategic national, regional and sectoral groups - including mygov.scot.
- Inform Scottish Government in a timely manner of any matters of, or which might be of, media interest.
- Inform Scottish Government of any proposals to offer verification and/or authentication in ways not currently in operation.

Additional Development

13. The Improvement Service will promote and exploit opportunities with the wider public sector and focussed on Customer First's core assets. These will be around the following areas:

- Support councils with successful customer data cleansing and matching exercise to improve the quality of their customer records to improve customer efficiency and experience
- Support innovative collaborative work with councils and partners to move services online and work with lead councils to drive self service opportunities by developing capabilities and products that use several communication channels and include the development of bespoke local government Apps with lead councils.
- Secure the take up of cards within councils (including smart apps for cards) for a wider range of 'smart' services, especially for greater use in transport and education and for young people.
- Work with the NHS to enable more patients to self-manage conditions online (including but not limited to the Diabetes project).
- Support developments in health and social care, plus welfare reform.
- Enable the greater use of the One Scotland Gazetteer through collaboration with the Ordnance Survey and support for its use by members of the One Scotland Mapping Agreement.
- Within an overall framework agreed with Scottish Government and in conjunction with stakeholders, develop proposals to enable digital verification for businesses to enable them to transact electronically with public sector bodies.

14. The Scottish Government will consider additional support for specific developments where an appropriate business case is made which demonstrates deliverable benefits across the programme. Additional funding will require to be sought from key stakeholders if the requirement is specific to them. Where appropriate, the Improvement Service will support the stakeholder in preparing their business case for securing additional funds.

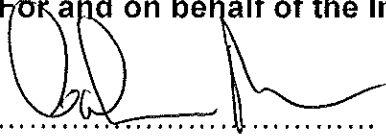
Liabilities

15. In the event of a decision by the Scottish Government to end the requirement for the Improvement Service to provide the Customer First programme, in whole or in part, the Scottish Government will provide 12 months' notice to the Improvement Service. It is expected that the Improvement Service will, if applicable, within this period work with the Scottish Government and any other specified parties to ensure a smooth transition of assets, resources and/or services.

16. The Scottish Government recognises that a number of contracts are due for renewal and that some may result in the Improvement Service taking on liabilities that extend beyond 2018. The Improvement Service will take appropriate steps to mitigate the level of any such liabilities. The Improvement Service will provide advance notification of these potential liabilities. Where it is agreed between both parties that contracts are necessary and appropriate, the Scottish Government will provide guarantees against potential liabilities. Approval will be given within mutually agreed timescales.
17. In the event of a decision by the Scottish Government to discontinue services or make a change that impacts on the staffing of the service the Scottish Government will underwrite the cost to the Improvement Service of severance costs. In the worst case scenario these are estimated to be up to £500,000.

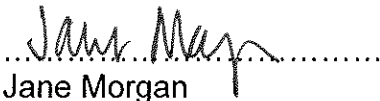
IN WITNESS WHEREOF this Memorandum of Understanding has been executed as follows:

For and on behalf of the Improvement Service, on [



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Colin Mair
Chief Executive Improvement Service

For and on behalf of Scottish Government, on [



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Jane Morgan
Deputy Director, Data Issues, Connectivity and Economy