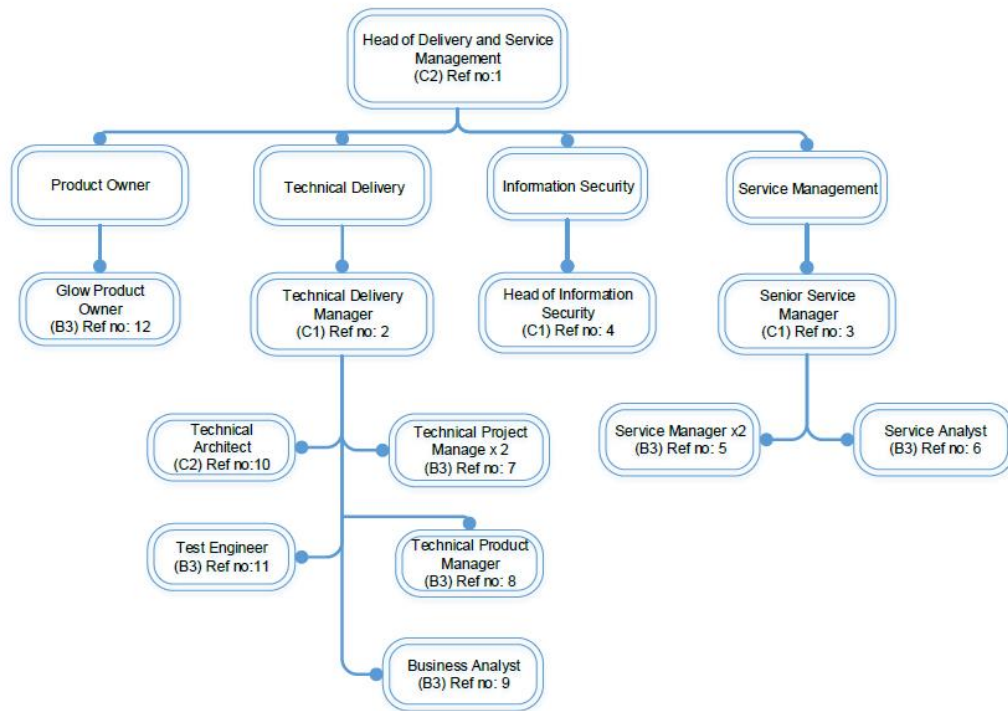


Annex A

Information on the Glow services provided to education can be found on Glow Connect - <https://glowconnect.org.uk/about-glow/glow-services/>. Details of the contracts that are in place to support the delivery of these services are detailed in the table below.

Glow Service	Contract Title	Service Type	Supplier Management Summary	IT Framework (where applicable)	Supplier Name	Contract Start date
Glow Authentication	Glow Authentication and Portal Service	Application Hosting and Support Service	Monthly Service Review, Reporting Pack, Roadmap Planning, Technical Planning Meeting	ITIL	RM Education Limited	15/01/2018
Glow Blogs	Glow Blogs - Hosting and Infrastructure	Application Hosting and Support Service	Monthly Service Review, Reporting Pack, Roadmap Planning	ITIL	Kainos Software Services Ltd	11/08/2018
Glow Blogs	Glow Blogs - Application and Support	Application Hosting and Support Service	Monthly Service Review, Reporting Pack, Roadmap Planning	ITIL	Affinity Digital (Technology) Ltd	01/09/2018
Glow - O365	Microsoft Enterprise Services	Specialist Support Service	Monthly Service Review, Reporting Pack	ITIL	Microsoft	30/06/2018
Glow - O365	Glow Online Productivity Suite 2016	Application Hosting and Support Service	Monthly Service Review, Roadmap Planning	ITIL	Microsoft	17/09/2017
Glow - G Suite	Glow Online Productivity Suite 2016	Application Hosting and Support Service	Monthly Service Review, Roadmap Planning	ITIL	Google	17/09/2017
Glow Report a Concern	Text Magic Tool	Subscription Service	N/A	N/A	Text Magic	N/A
Glow Connect	Wordpress (Glow Connect)	Subscription Service	N/A	N/A	Wordpress	N/A
All	Head of Information Security	Contractor Support	N/A	N/A	Parity	08/01/2018
All	Technical Delivery Manager	Contractor Support	N/A	N/A	Spring Technology Staffing Services Ltd	01/10/2018
All	Glow Technical Support Services	Contractor Support	Monthly Service Review	N/A	Sopra Steria Limited	07/08/2018
All	StatusPage - incident communication software	Application Hosting and Support Service	N/A	N/A	Altassain	16/02/2018
All	Pingdom Monitoring	Subscription Service	N/A	N/A	Pingdom	N/A

Annex B

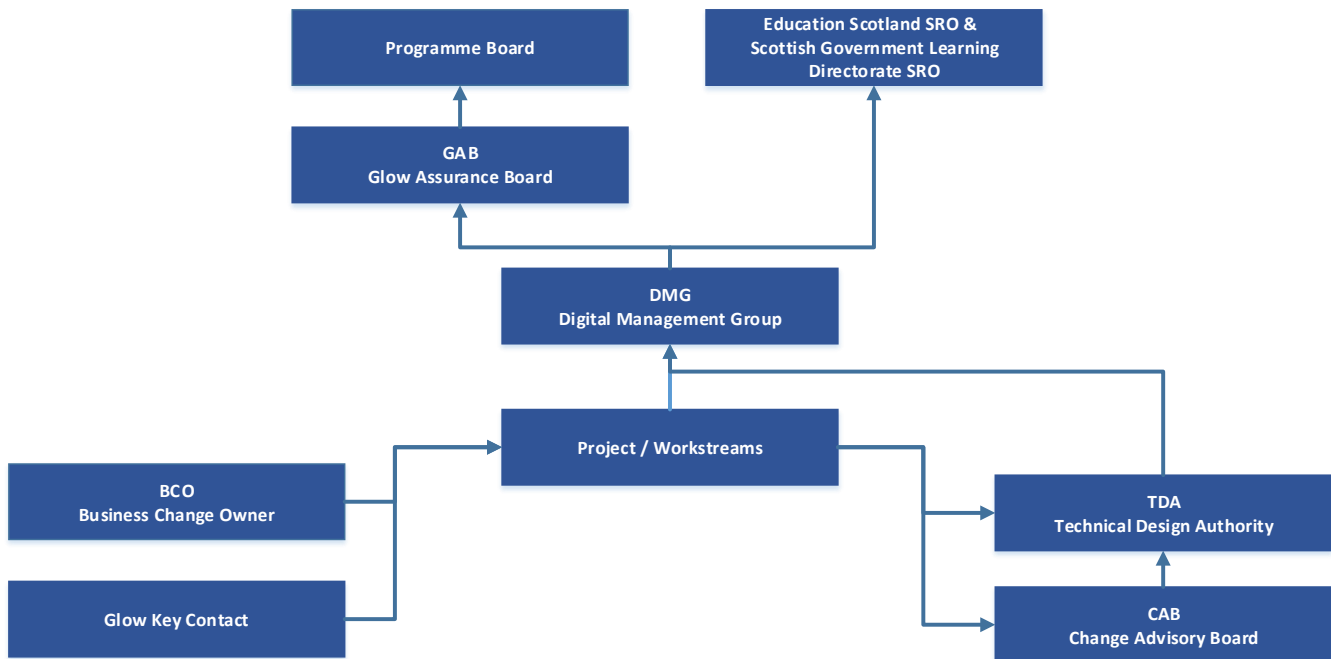


Annex C

Role Ref	Role title	Remit	Grade	Type
1	Head of Delivery and Service Management	Lead responsibility for overseeing all delivery and service management aspects of Glow as part of the Digital Learning and Teaching programme, and will play a key role in contributing towards its successful delivery. The Head of Delivery and Service Management is part of the senior programme team, and will take an active role in the overall management of the services and engagement externally with customers, suppliers and other stakeholder groups.	C2	Permanent
2	Technical Delivery Manager	Lead responsibility for the planning process and the development of the Glow's product and service roadmap and will provide overall project leadership and direct project teams in the delivery of high-quality products and services.	C1	Permanent role currently held by a contractor
3	Senior Service Manager	Lead responsibility for running the Service Management function for Glow, including service improvement, and has particular emphasis on working with internal and external customers, suppliers and other stakeholder organisations to ensure that the service is operating to, or exceeding expected standards.	C1	Permanent
4	Head of Information Security	Lead responsibility for the management, assessment and mitigation of information security risks within Glow.	C1	Permanent role currently held by a contractor
5	Service Manager x 2	Responsibility for day-to-day IT service management activities for Glow, including service improvement, with emphasis on working with internal and external customers, suppliers and other stakeholder organisations to ensure that the service is operating to, or exceeding expected standards.	B3	Permanent
6	Service Analyst	Supports the Senior Service Manager and Service Managers in the responsibility of day to day service management activities for Glow, working with internal and external customers, suppliers and potentially other stakeholder organisations to ensure that the	B2	Permanent

		service is operating to, or exceeding expected standards.		
7	Technical Project Manager x 2	Responsibility for the business, technical and delivery aspects of projects for Glow and provides high-level management direction and co-ordination, ensuring overall process is properly focused and controlled.	B3	Permanent
8	Technical Product Manager	Responsibility for the management, maintenance, support and promotion of online productivity suites within Glow and for the business, technical and delivery aspects of projects throughout their lifecycle and will provide high-level management direction and co-ordination, ensuring overall process is properly focused and controlled.	B3	Permanent
9	Business Analyst	Responsibility for analysing business needs and ensuring they are correctly reflected in the approach adopted to deliver the solution. Provides a business perspective and facilitates communication between stakeholders.	B3	Permanent
10	Technical Architect	Responsibility and accountability for architectural decisions and directs technical activities for Glow and its associated services.	C2	Permanent role currently provided via Technical Services contract
11	Test Engineer	Responsibility for all aspects of testing of both business as usual system maintenance tasks and project deliverables, including the production and management of the testing strategy to align with the service management and delivery roadmap.	B3	Permanent role currently provided via Technical Services contract
12	Glow Product Owner	Represents the needs and desires of the user community, while representing the work of the programme team back to the user community; responsibility for an ongoing engagement with Glow customers and the coordination and provision of support.	B3	Permanent

Annex D



Programme Board

The Programme Board governs the programme of work required to achieve the strategic objectives from the Digital Literacy and Teaching Strategy and agreed by the Cabinet Secretary for Education & Lifelong Learning.

Members as follows:

- Alan Armstrong Education Scotland- Joint Chair
- Clare Hicks, Scottish Government, Learning Directorate – Joint Chair
- General Teaching Council of Scotland
- Chief Executive, SEEMIS
- Scottish Council of Dean for Education representative
- Skills Development Scotland representative
- Scottish Government Digital Directorate representative
- General Secretary , Schools Leaders Scotland
- Scottish College for Educational Leadership representative
- Chief Digital Officer, Local Government Digital Improvement Service
- Association of Directors of Education in Scotland representative
- Head of Digital Assessment Services, Assessment Development & Delivery, Qualifications Development - SQA

Education Scotland and Scottish Government Learning Directorate SROs

The Senior Responsible Owner (SRO) is the visible owner of the overall business change, accountable for successful delivery and is recognised throughout the organisation as the key leadership figure in driving the change forward

Senior Responsible Officers are:

- Alan Armstrong Education Scotland
- Clare Hicks, Scottish Government, Learning Directorate

Glow Assurance Board (GAB)

The Glow Assurance Board supports the authority and control of the SROs and the Programme Board, by providing technical assurance of significant changes to the service and delivery of Glow.

Members are as follows:

- Programme Director , Education Scotland - Chair
- Strategic Director, Education Scotland
- Learning Directorate representative, Scottish Government
- Digital Directorate representative, Scottish Government
- SOCITM representative
- Chief Technology Officer, Digital Office Scottish Local Government
- General Secretary, Schools Leaders Scotland

Digital Management Group (DMG)

The Digital Management Group is the governance function for all technically based decisions in Education Scotland, including Glow.

Members are all Education Scotland or Scottish Government staff as follows:

- Programme Director - Chair
- Head of Delivery and Service Management - Delivery and Service Management (DSM) Workstream Lead
- Senior Policy Officer - Stakeholder Engagements & Management (SEM) Workstream Lead
- Senior Education officer (Technologies) - Digital Skills & Digital Literacy (DSDL) Workstream Lead
- Head of Information Security – Safeguarding and Security Workstream Lead
- Head of Emerging Technologies
- Head of Digital Services (Acting)
- Programme Lead
- Programme Support Officer

Business Change Owner

Responsible for representing business needs for any changes that take place. This personal will change dependent on the business area in which the change is happening. Can also be known as Business Change Manager.

Glow Key Contacts

A network of contacts from Glow customers, enabling clear and effective communications can take place between and amongst Glow's customers and the programme team delivering Glow.

Technical Design Authority (TDA)

The purpose of the TDA is to provide a governance function for significant technical decisions within the scope of Education Scotland digital services, projects and programmes.

Members are all Education Scotland or Scottish Government staff as follows:

- Technical Delivery Manager, Education Scotland (Chair);
- Information Security Manager, Education Scotland;
- Technical Architect, Digital Transformation Service;
- Technical Architect, Education Scotland

Change Advisory Board (CAB)

The purpose of the CAB is to advise the Change Manager in the assessment, prioritisation and scheduling of changes.

Membership of the CAB will consist of five sitting members from core functions across the Glow Delivery and Service Management team and a member of the Digital Services team, who will attend CAB as required. It is chaired by a Service Manager.