

Social Security Delivery Board

SOCIAL SECURITY DELIVERY BOARD: COVER SHEET – Paper 23.11

Date: 16 October 2018

Subject: Internal Knowledge Management Long Term Solution delivery plan

Author/Presenter: [Redacted]

Action required:

Common Components are requesting approval by the Delivery Board of the attached papers relating to delivery of a long term Internal Knowledge Management solution for Social Security Scotland.

Impact on any key risks/issues:

No impact on any existing key risks/issues. Entry to the Discovery phase as proposed within the Internal Knowledge Management Long Term solution delivery plan will result in the identification, recording and ongoing management and mitigation of project RAID items.

Complexity and scale of service

- Delivery of platform and other technical enablers to provide Social Security Scotland with a long term solution for the hosting, retrieval and management of staff-facing knowledge content.
- This project is being delivered on a Benefit-agnostic basis - it is assumed that until such time as a long term solution Internal Knowledge Management solution is identified and delivered by the project, that the incumbent Day 1 solution (Saltire) will be that tool for any Benefits coming on-stream during the life-time of the project.
- The creation of public-facing content is out of scope of this project – this project will deliver functional enablers to that content being served up through the MyGov.Scot platform. Content will be delivered by Common Components as a service in parallel to the Internal Knowledge Management long term solution delivery.

Impact on any financials (please clarify whether this is drawing on existing or requesting additional resource):

No adverse impact envisaged to Common Components budget or resource profile arising from the milestones as laid out within the long term plan. Common Components will of course swiftly engage with Finance should any findings during or outputs from the Discovery phase give rise to any concern that this position could become subject to change.

Impact on planning:

Approval of this document by Delivery Board will permit the plan to be baselined, and thereafter be traceable through Programme governance – this will yield a positive impact on planning coverage and visibility of delivery progress within the Programme.

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Addendum: Stakeholder coverage

The milestone plan / dates were syndicated with the following stakeholders across the Programme in advance of submission to Delivery Board for approval:

Week beginning 03/09:

[Redacted]

Week beginning 10/09:

[Redacted]

Week beginning 17/09:

[Redacted]

Week beginning 14/09:

[Redacted]

Week beginning 01/10:

[Redacted]

Addendum: QR1 response form

[Redacted]

IntKM [Long Term] Solution: User Research Planning Complete ● L2: 18/09

IntKM [Long Term] Solution: User Research Sprint 1 Complete ● L2: 01/10

IntKM [Long Term] Solution: User Research Sprint 2 Complete ● L2: 15/10

IntKM [Long Term] Solution: User Research Sprint 3 Complete ○ L2: 30/10

IntKM [Long Term] Solution: User Research Sprint 4 Complete ○ L2: 13/11

IntKM [Long Term] Solution: User Research Sprint 5 Complete ○ L2: 27/11

IntKM [Long Term] Solution: User Research Sprint 6 Complete ○ L2: 11/12

IntKM [Long Term] Solution: User Research Report Write-Up Complete ○ L2: 20/12

IntKM [Long Term] Solution: All User Research Sprints Complete ○ L2: 20/12

IntKM [Long Term] Solution: Digital First Assessment (Discovery to Governance) Complete ○ L2: 15/01

[REDACTED]

[REDACTED]

[REDACTED]

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Meeting	Social Security Delivery Board 23
Date and Time	13:00 – 16:00: 16 October 2018
Location	VQ 3 E-91; AQ Fleming A
Attendees	Lisa Baron-Broadhurst (LBB) (Chair), Andy McClintock (AMcC), Audrey MacDougall (AMacD), Ann McVie (AMcV), [Redacted]
Apologies	[Redacted]
Guest speakers/attendees	[Redacted]
PMO Contact Details	[Redacted]

Summary of Decisions

[Redacted]

DB23-16/10/2018-D05: Internal Knowledge Management Plan (Paper 23.12) approved.

Note of meeting and action points

[Redacted]

8. Agenda items 6 [Redacted] Internal Knowledge Management Plan ([Redacted] Paper 23.12)

[Redacted].

8.4 [Redacted] moved onto the Internal Knowledge Management Plan, and explained that this project is being delivered on a Benefit-agnostic basis. It is assumed that until such time as a long term Internal Knowledge Management solution is identified and delivered by the project, that the incumbent Day 1 solution (Saltire) will be the tool for any benefits coming on-stream during the life time of the project. It will provide Social Security Scotland with a solution for hosting, retrieval and management of staff-facing knowledge content. In short, this will allow operational staff to do their job.

8.5 [Redacted] asked if we should consider having access to each other's platforms, Agency and Saltire, and [Redacted] confirmed this was already being considered. [Redacted] asked for clarity on the scope of knowledge management. It is broader than staff guidance and would include how staff share understanding of techniques and experience. [Redacted] would welcome being involved in the Discovery phase.

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8.1 Members confirmed they were content to approve the Internal Knowledge Management Plan [Redacted].

[Redacted]

DB23-16/10/2018-D05: Internal Knowledge Management Plan (Paper 23.12) approved.

[Redacted]