Information & Technology Services

Divisional Plan 2019-20

Scottish Government
Riaghaltas na h-Alba
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Digital Scotland

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About iTECS

Information & Technology Services (iTECS) is a Division within Scottish Government and part of Digital Directorate.

It is headed by the Chief Operating Office and has responsibility for:

- delivering corporate ICT and information services for Scottish Government;
- delivering shared ICT services (SCOTS Connect) to customers in the core Scottish Government and 47 shared service customers organisations;
- protecting Scottish Government's information and ICT assets; and
- contributing to the delivery of Digital Public Services by ensuring that our people and businesses are making the most of the digital opportunity; and that ICT public services are customer-centric, collaborative, integrated, efficient and continuously improving by making best use of digital technology.

As part of its programme of continuous improvement iTECS has supported the SG2020 vision – *to become a more open, capable and responsive organisation*.

Business Strategy

OUR VISION

To be a trusted shared service provider – responsive to customer needs and capable of delivering modern digital services.

OUR MISSION

To provide good quality, value for money digital services, to our government customers wherever they are.

DIGITAL WORKPLACE

1. We will provide flexible & mobile technology to our customers that supports working from anywhere.
2. Our people will be empowered with digital collaboration tools that enable them to work seamlessly with a variety of organisations and stakeholders.
3. We will make greater use of off-the-shelf solutions and cloud-based platforms that be can be accessed from work and personal devices.

OPERATIONAL EXCELLENCE

1. We will be innovative in our approach to technology solutions and agile in how we build and deploy them.
2. We will use process automation and customer self-service wherever feasible.
3. We will ensure business continuity and disaster recover by usage of cloud platforms and resilient networks.

CYBER SECURITY

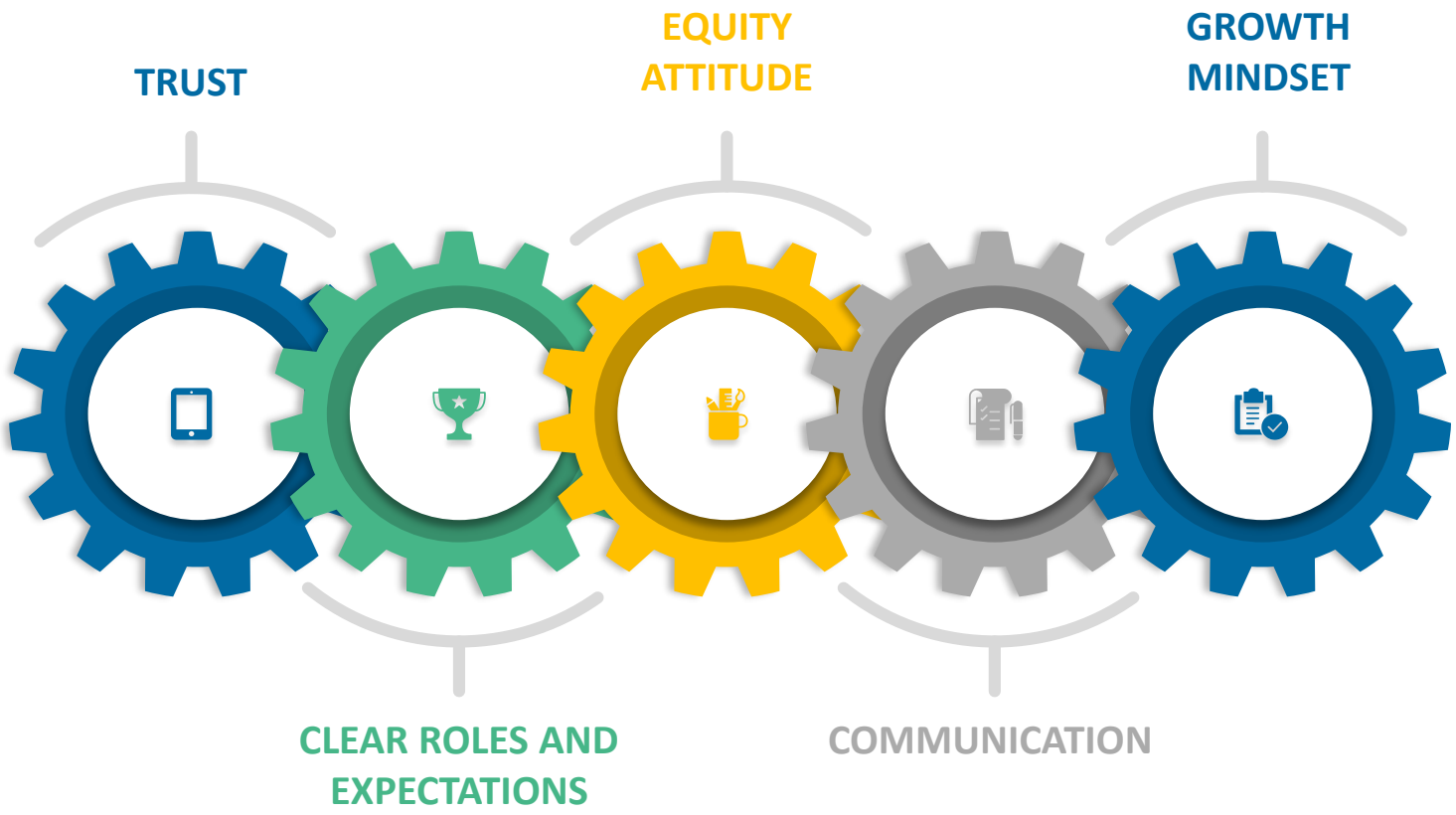
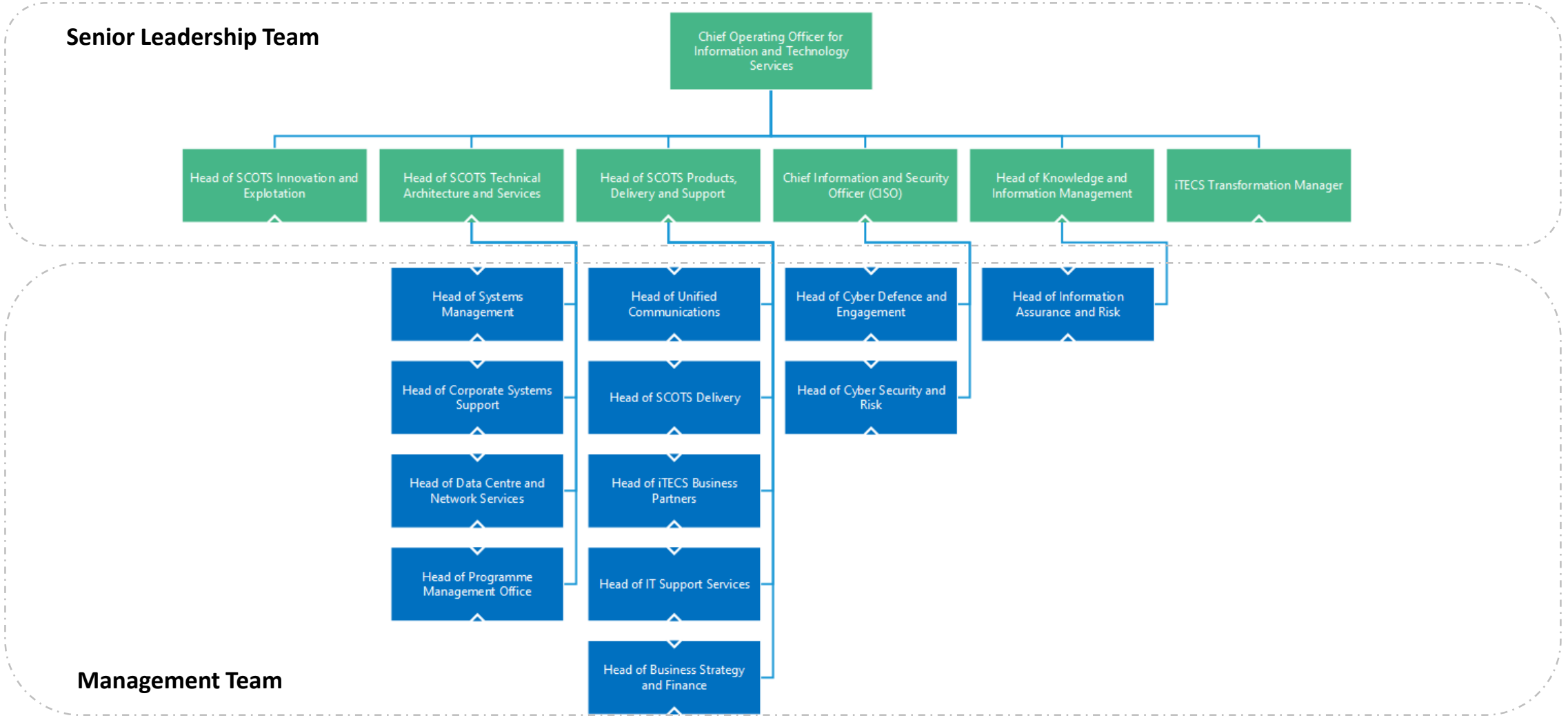
1. Citizen and user privacy are at the heart of what we do.
2. We will take all reasonable measures to ensure that our platforms and data are secure and resilient – balancing risks with business needs.
3. We will meet relevant government and industry cyber security standards – building on our reputation as a trusted and secure service provider.

FINANCIAL TRANSPARENCY

1. We will revise our charging model to move away from the annual-in-arrears approach and ensure income and investment throughout the year.
2. Our services will be calculated and priced per user for both core SG and shared services customers.
3. We will introduce same principle for core SG customers as that currently applied to Shared Services customers – a standard SCOTS product with additional products and services available at additional cost.

Our Culture and Values

iTECS will grow and maintain high performing teams that embody our core values.



Our Structure