



Digital Transformation Service



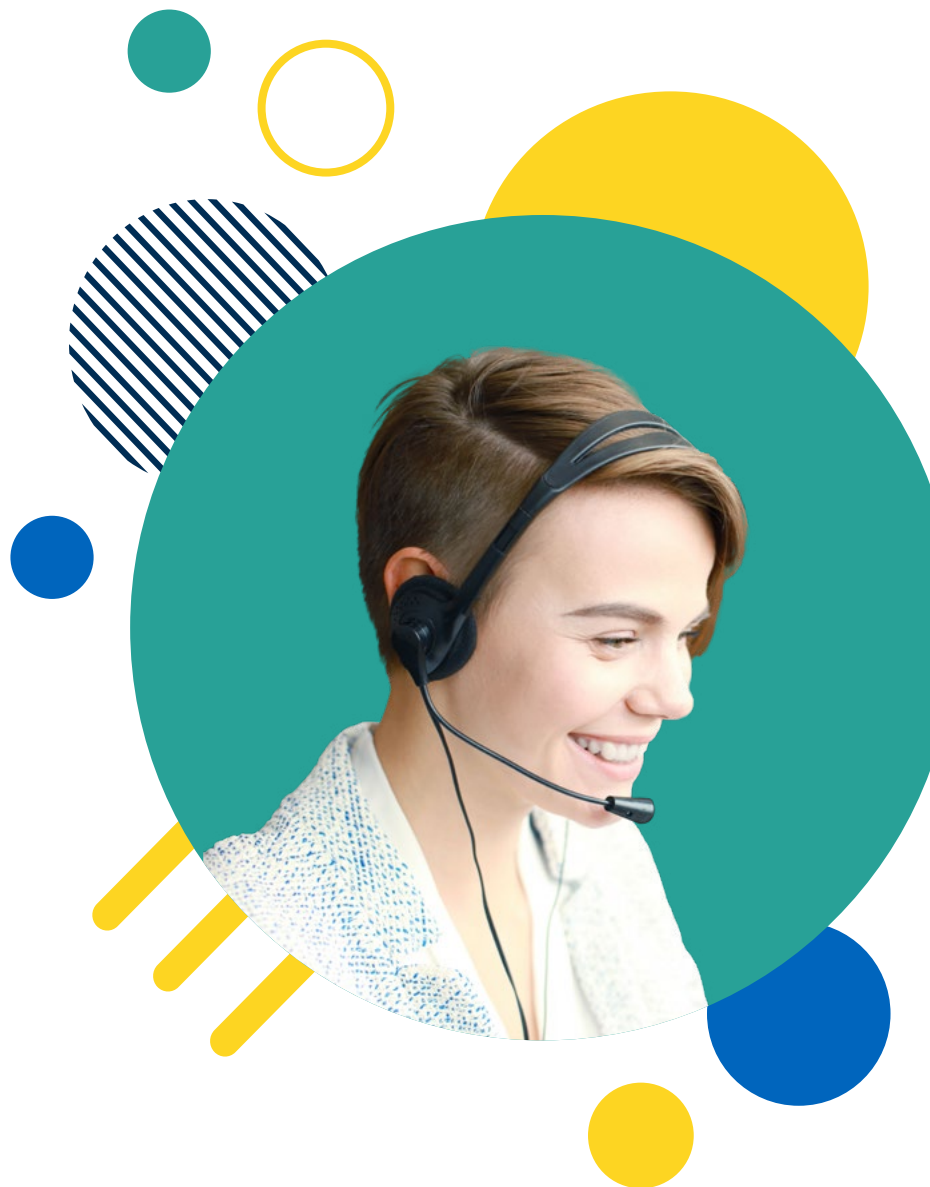
Highlights from **2020/21**
Looking Forward to **2021/22**



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Introduction to DTS





Our Vision

“All services provided by the public sector in Scotland are well designed, accessible and inclusive”

Our Objectives



Use data and insights to remove blockers to digital transformation



Embed user-led service design



Share common tools, platforms and enable digital systems to work together



Encourage cross-sector collaboration



Drive innovation and new ways of working



Enable economies of scale and efficiencies

DTS have supported:



What we have done so far





Use data and insights to remove blockers to digital transformation

In 2020/21, we have:

- ✓ Collected data about common blockers, risks and lessons learned across the public sector – so we can use these insights to deliver services more efficiently in 2021/22
- ✓ Gathered user insights to mature our service, so we can support the public sector to enable digital transformation in 2021/22
- ✓ Developed an understanding of user needs in response to the COVID-19 pandemic – which we'll continue to share and use to deliver services in 2021/22





Embed user-led service design

In 2020/21, we have:

- ✓ Helped organisations design user-centred services – by focussing on people, not technology
- ✓ Developed digital capability across the public sector through on-the-job training, recruitment support, work shadowing, and coaching
- ✓ Helped build teams, that can sustainably maintain live services and reduce dependency on external support
- ✓ Promoted best practice by sharing guidance and standards with organisations across the public sector





Share common tools, platforms and enable digital systems to work together

In 2020/21, we have:

- ✓ Supported organisations to use and transfer to new content management systems and benefit from common security, accessibility and design standards
- ✓ Encouraged the re-use of tools and technology within the public sector, in line with Scotland's Digital Strategy
- ✓ Provided expertise and professional support to major corporate digital programmes, including Cloud, Publishing, Payments and Identity
- ✓ Identified and delivered tools and templates for organisations requiring digital support in the public sector





Encourage cross-sector collaboration

In 2020/21, we have:

- ✓ Established a Transformation Action Group to govern the Digital Transformation Service, made up of representatives from across Scottish Government, to share insights and promote collaboration
- ✓ Supported organisations to work with and learn from range of stakeholders as part of their transformation journey, including the third and private sectors
- ✓ Built a robust sign-posting offering to connect organisations with the advice, guidance and resources they need to support them on their transformation journey
- ✓ Referred organisations to the 'Once for Scotland Collaboration Panel' to identify if there are opportunities to join up and deliver common requirements in a collaborative way





Drive innovation and new ways of working

In 2020/21, we have:

- ✓ Brought private and public sector expertise together, to explore options for sharing corporate knowledge sharing across the public sector
- ✓ Embedded agile methodology and ways of working across the public sector, so we can deliver services in a user-focused, iterative way
- ✓ Enabled projects to adapt quickly in response to COVID-19, supporting rapid delivery to meet a new set of needs created by the pandemic
- ✓ Utilised 'design sprints' to support organisations to quickly define, sketch and prototype digital transformation options within 5 days





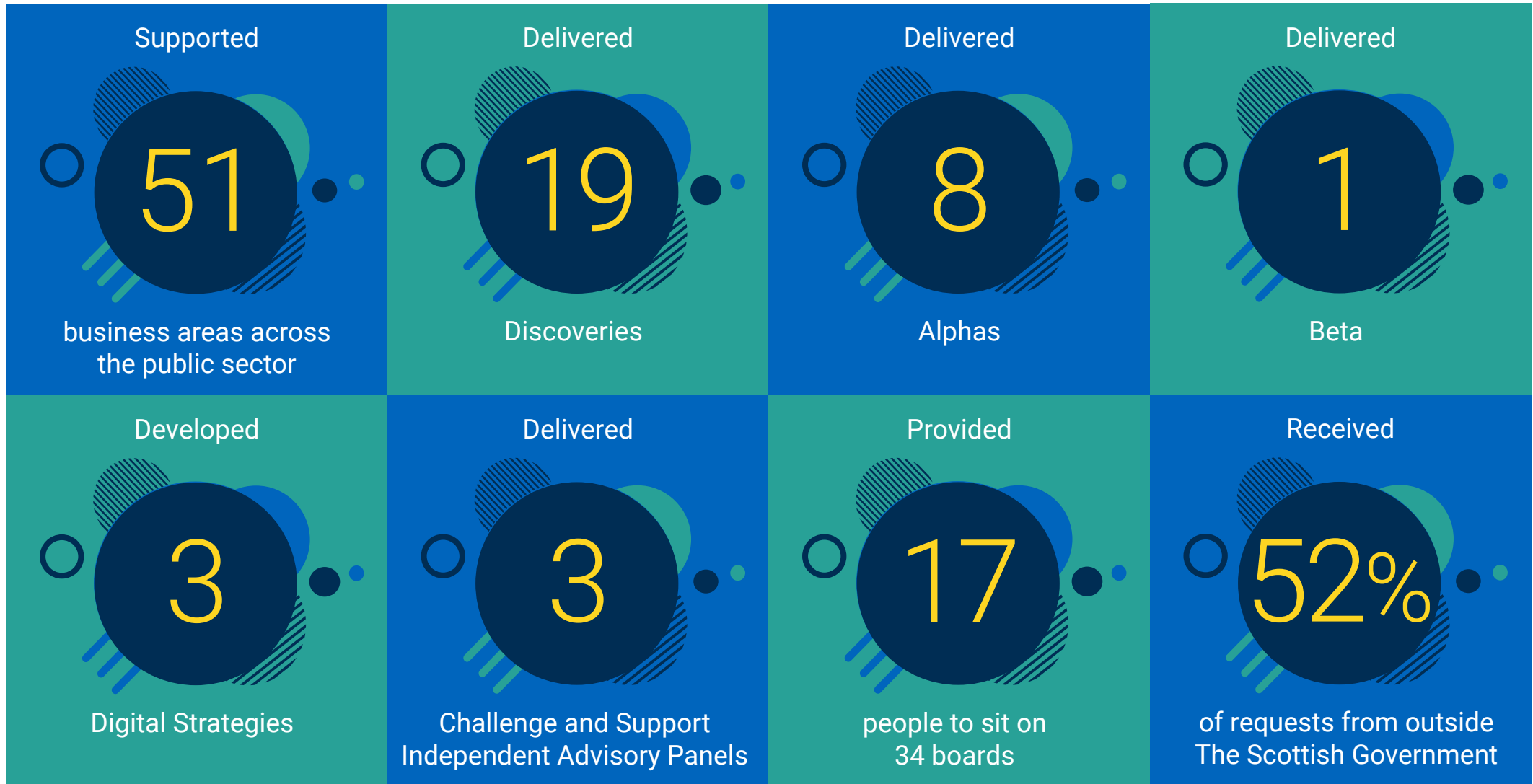
Enable economies of scale and efficiencies

In 2020/21, we have:

- ✓ Developed a prioritisation and triage process so that time and investment is used for highest impact in accordance with Scotland's Digital Strategy
- ✓ Helped organisations get the benefits of a short focused discovery phase to understand the problem before committing to a costly long-term programme of work
- ✓ Encouraged the re-use and sharing of common platforms so that organisations can deliver more efficiently.
- ✓ Improved project efficiency by sharing knowledge and lessons learned from across public sector organisations



In 2020/21, DTS has:





Looking ahead: Our focus for 2021/22:

- ✓ Continue to provide capacity and capability to key public sector programmes
- ✓ Continue to deliver user-focused, accessible and inclusive services in the public sector
- ✓ Collaborate across the Digital Directorate to create a single-entry point where users can access digital transformation support
- ✓ Iterate our advice and guidance for organisations needing digital support
- ✓ Continue to gather and utilise insights, to help us make better decisions in the public sector
- ✓ Share lessons learned and success stories

Information and resources

If you'd like to learn more about DTS, here are some resources you might find helpful:



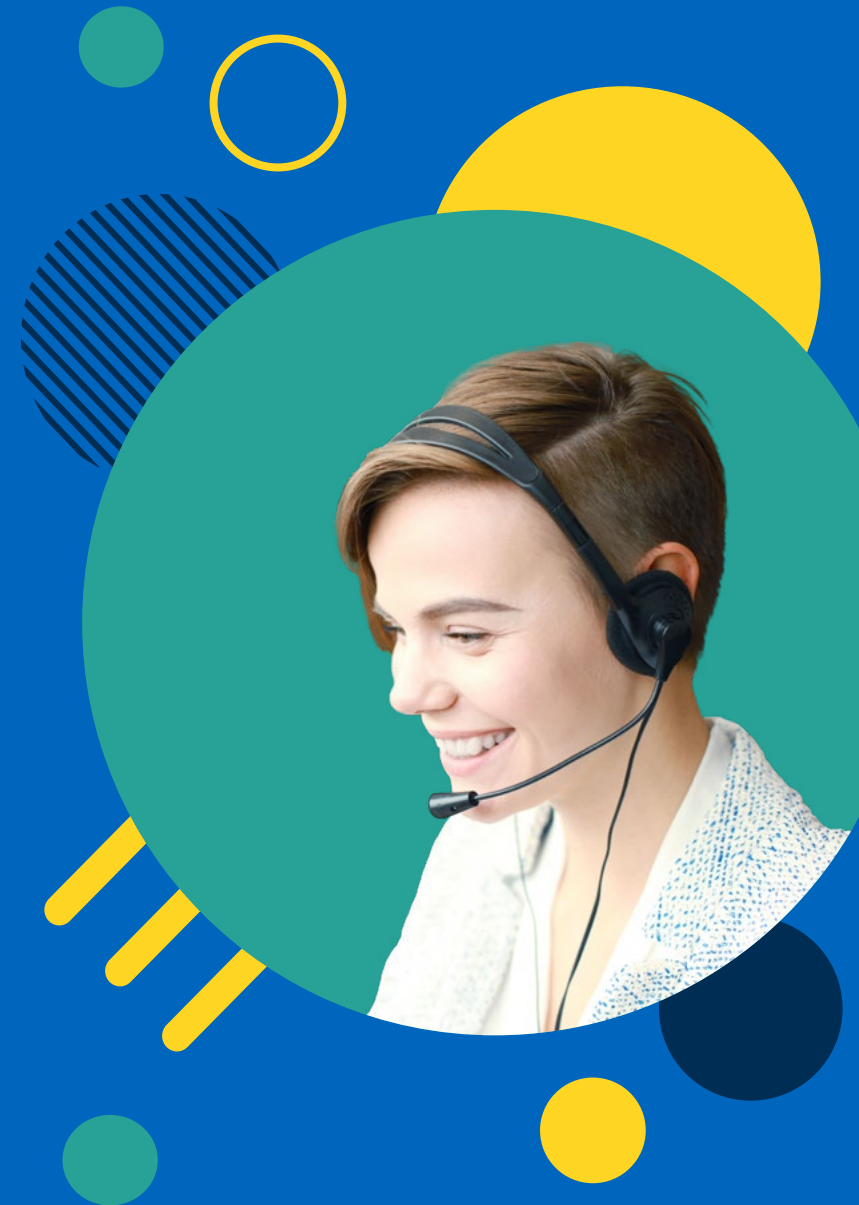
[Digital: Digital Transformation Service - gov.scot \(www.gov.scot\)](https://www.gov.scot)



[Understanding Digital Transformation - Digital \(blogs.gov.scot\)](https://blogs.gov.scot)



[What Scottish Government has learned about how to do 'Digital Discovery' - Digital \(blogs.gov.scot\)](https://blogs.gov.scot)





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This resource is available online at: <https://www.gov.scot/publications/digital-transformation-service-highlights-report>
It is also available in alternative formats. Please contact
DTS@gov.scot to make a request for this.