

Title of report	Digital Development Update
Public/Confidential	Public
Summary/purpose of report	This report presents an update on our digital development work for the 2021/2022 Digital Programme.
Recommendations	The Council is asked to endorse the progress made to date.
Author and Responsible Officer	Laura Shepherd, Director of Strategy and Performance
Link to Strategic Plan	The information in this report links to work towards the outcomes in the Strategic Plan 2020-2023.
Link to Risk Register	Risk 3: We fail to meet corporate governance, external scrutiny and legal obligations. Risk 8: We fail to have the appropriate measures in place to protect against cyber security attacks.
Impact assessments	1. An Equalities Impact Assessment (EIA) was not required. 2. A Data Protection Impact Assessment (DPIA) was not required. 3. A Sustainability Impact Assessment (SIA) was not required.
Documents attached	None
Background papers	None

INTRODUCTION

1. This report presents a summary of our progress delivering our digital strategy from 2021/2022.

DIGITAL STRATEGY UPDATE

2. Nine digital projects were agreed to be progressed as part of the 2021/2022 digital programme. Seven of the nine were concluded within the year and two have been carried forward into 2022/2023. Benefits realisation reports were submitted and approved by Digital Sponsor Group for these projects.
3. A further two projects had timescales carried forward from 2020/2021. These two projects are now closed.
4. The following projects were progressed under the themes of our digital strategy.
5. **User experience**
 - Green Channel applications
 - Conditions not met
 - D356 improvements
6. **User informed**
 - Intelligence and Insights Systems Project
 - Equalities data collection
 - Social Work Mental Health Officer data capture
7. **Technology architecture**
 - Mattersphere portal customisation training
 - Digital Assert streamlining
8. **Security Compliance**
 - Implementation of multi-factored authentication
9. **Digital workforce**
 - Implementation of a new Learning Management System

DIGITAL ACTIVITY

10. We launched the new digital strategy in May 2021 and it is being implemented through the work carried out through Digital Programme Board.

11. Internal audit carried out a review of ICT systems access during 2021/2022 which resulted in assurance level of 'good' with no recommendations.

CYBER SECURITY UPDATE

12. There continues to be a rising threat of cyber-crime within the UK and, within the last 12 months, there have been several high profile and serious cyber-attacks within Scottish public sector organisations. We actively monitor the external threat landscape and work closely with other organisations to determine if further controls are required.
13. Cyber security training and awareness continues to be an important component in the overall fight against cyber-crime and a new round of training has been delivered to all staff. We also regularly undertake simulated cyber-attacks via email to establish how effective training is. The evaluation of these simulated attacks between January 2020 and January 2021 has shown a reduction in the number of staff who clicked on links within the email.
14. We have continued to welcome external scrutiny and assurance and achieved Cyber Essentials Plus accreditation in March 2022.

RISKS

15. There is a digital risk register which comprises both operational and project risks. This risk register is reviewed fortnightly and presented to the Digital Programme Board monthly.
16. The residual risk score is evaluated and altered based on changes in cause, consequence and controls. the monthly risk register report concentrates on new risks, risks that have increased and risks that remain high (risk assessment score of 12 or above).
17. During 2021/2022 there were two 'high' risks.
 - Cyber Security - Continues to remain high to reflect the significant cyber threat landscape nationally.
 - Accessibility - Ongoing work to ensure compliance with web content accessibility guidelines has not been completed.

IMPLICATIONS

Resourcing

18. Digital development has an allocated budget that is monitored as part of the overall SSSC budget.

Compliance

19. There are no specific legal implications relating to the contents of this report.

IMPACT ASSESSMENTS

Equalities

20. An Equality Impact Assessment has not been carried out. This report does not present a new or updated policy, guidance, practice or procedure. The work detailed in this report will have assessments carried out as appropriate.

CONCLUSION

21. Council Members, Executive Management Team and Operational Management Team continue to be core members of the Digital Programme Board and Digital Sponsor Group. Staff are regularly involved and engaged in project work. Our digital development aims to put users and a customer focus at the centre of our service planning and delivery.