SCOTTISH GOVERNMENT

Service sharing helps Scottish Government deliver more value

Scottish Government is responsible for most of the issues of day-to-day concern to the people of Scotland. They look after health, education, justice, rural affairs, and transport. Their aim is to use government and public services to build a more successful country. They do this by creating opportunities for all of Scotland to flourish, through increasing sustainable economic growth.

THE CHALLENGE

In order to help Scotland to achieve sustainable economic growth, the Scottish Government works through a number of public sector bodies and agencies. These are, in effect, its customers. These customers have diverse needs, for example one is responsible for supervising Scottish bankruptcies, while another is responsible for child welfare. The challenge for Scottish Government was to provide a shared IT service that met all their different customers' needs.

OUR ANSWER

We work with Scottish Government in a number of ways:

The main component has been working with Anne Moises and her team to launch 'Scots Connect', an expanding portfolio of ICT-related shared services available to the broader public sector across Scotland. These services have proved popular.

But to help deliver even more value for Scottish Government and its customers, we have been trying to better understand the customers' needs, so the service complements these needs. As part of this, we launched a business planning and technology strategy service which allows the Agencies to better define a coherent IT programme that will really support their business goals.

More recently, we helped Scottish Government undertake a major refresh of its technical infrastructure to offer a modern and efficient service. This has given them more control over the 11,000 user estate by allowing automatic shutdown of PCs at a given time. This has saved £130,000 per annum on the Scottish Government's electricity costs.

![CGI logo]

A SUCCESS STORY

CGI and Scottish Government find out very quickly whether new initiatives are working. The Agencies tell them through their actions. And new Agencies are signing up to the Scots Connect service all the time. Recent joiners include Scottish Children's reporter Administration and Disclosure Scotland.

Anne summarizes: *"I am delighted that we have so quickly reached a position where we understand each other's objectives and our combined strengths – which are significant. We are now progressing a number of customer-focused shared services initiatives with 'mixed economy' teams and deploying complementary skills from our two organisations. It is a much overused term, but I do believe we have a true partnership relationship with CGI. There are significant opportunities for us to work together to improve the public service delivery."*

"The project referenced in this case study was delivered by Logica, which CGI acquired in August 2012"

KEY BENEFIT

- An outstanding example of public and private sectors working together to improve public service delivery
- Shared services allow public sector organisations to concentrate on their core business and reduce total costs
- Technology refresh has modernised services, improved control and reduced energy costs

ABOUT CGI

With over 69,000 professionals in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

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