IT in the Scottish Parliament

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IT in the Scottish Parliament

• Scottish Parliament Overview
• Business Information Technology Office
• Stakeholder Services
• Parliamentary Applications
• Parliamentary Applications – The Future
• Initiatives
• Challenges
• Q&A
• Tour
The Scottish Parliament - Overview

• Scottish Parliament reconvened 12 May 1999
• Devolved Parliament
  – Legislative powers for devolved matters
  – Reserved matters remain with Westminster
  – Scrutinise the Executive
  – Power to alter rate of tax
• 129 Members of the Scottish Parliament (MSP’s)
  – 73 Constituencies, 56 Regional
The Scottish Parliament - Overview

Political Balance
(129 MSP's)

- Labour: 50
- SNP: 25
- Liberal Democrats: 17
- Conservative: 17
- Green: 7
- SSP: 6
- Other: 7

Total MSPs: 129
The Scottish Parliament - Overview

• **Scottish Parliament Corporate Body (SPCB)**
  – Legal body of 4 Members and the Presiding Officer
  – Appointed by Parliament
  – Chaired by Presiding Officer
  – Responsible for ensuring resources required to facilitate business of the Parliament are in place and well managed
  – Approximately 500 staff employed by the SPCB
  – Chief Executive is the Accountable Officer and answerable to the SPCB
What is the purpose of the Scottish Parliament staffing organisation?

“to support the Scottish Parliament in fulfilling its constitutional role as a representative and legislative body”

SPCB Management Plan
How is the staffing organisation going to deliver its purpose?

“by providing professional advice, accommodation, environment and support services of the highest standards; and”

“by facilitating engagement with people and organisations across Scotland”
What is the purpose of the BIT Office?

“To enable and support the business of the Scottish Parliament through effective and innovative delivery of technology services and solutions”
What is the vision of the BIT Office?

“To be recognised by our stakeholders as a strategic partner, supplier of choice and centre of excellence and best practice”
BIT Strategic Priorities

• Excellent Customer Service
• Aligned and Optimised Information Solutions
• Corporate Business Strategy
• Demonstrable Value
• High Quality IT Organisation
BIT Overview

- Responsible for portfolio of approx 20 projects
- Extensive service catalogue
- 1200 Network Accounts
- 2 sites in Edinburgh & 110 Local Offices
- 800 Holyrood and 300 local office workstations
- 50+ Servers
- Mobile devices (laptops, PDA’s, etc)
- Predominantly Microsoft technologies
- Leading edge infrastructure
### Stakeholder Services

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<th>MSP’s and their Staff</th>
<th>Parliament Staff</th>
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Parliamentary Applications

- Business Bulletin
- Parliamentary Questions
- Motions & Amendments
- Official Report
- Electronic Voting
Business Bulletin

- bulletin produced daily
- 11 Sections describing Parliamentary Business
  - created by up to 7 separate Business Areas
  - MS-Word Templates underpinned by VBA
  - some data pulled from SQL Server DBs e.g. Motions
  - required by the Business to produce this information for MSPs by 8 a.m.
Parliamentary Questions (PQs)

PREVIOUSLY...
- Stored as individual Word Templates underpinned by VBA
- Written Answer metadata added to spreadsheet by Chamber Desk
- Published to the Website overnight in HTML
- Text Search only on Website via general site search

CURRENTLY...
- Stored as individual records in SQL Server database through Access front-end
- All metadata available in database for generic & ad-hoc reporting
- Fully Integrated Search facility delivered over Website:
  - Unique PQ ID (S1Wxxxx, S2Wxxxx...)
  - Range of Written Answer Numbers
  - MSP, Party, Constituency / Region
  - Who provided Answer (if available)
- After 6 years there are now 58,233 PQs in System [as at 14/11/2005]
Motions & Amendments

PREVIOUSLY...

- Stored as individual Word Templates and individual MS-Access DBs
- Motion & Amendments metadata added to spreadsheet by Chamber Desk
- Published to the Website overnight in HTML
- Text Search only on Website via general site search

CURRENTLY...

- Stored as individual records in SQL Server database
- All metadata available in database for generic & ad-hoc reporting
- Fully Integrated Search facility delivered over Website:
  - Unique Motion ID (S1Mxxxx, S2Mxxxx...)
  - Range of Motion Numbers
  - Lodging MSP, Part, Constituency / Region
  - Dates, Motion Supporters & Status
- After 6 years there are now 8984 Motions / Amendments in System
OR Template/Digital Audio

PREVIOUSLY...
- Word Templates used to store data from Plenary and Committees
- Labour intensive Cassette Tape creation / distribution to Reporters
- Low Tech but reliable

CURRENTLY...
- Still Word Templates used to store data but integrated with Digital Audio System
- Digital Audio delivered directly to the desktop at the correct time-stamped position in readiness for Transcription
- Complex System to replicate stability / availability of previous system
- Multiple redundancy built-in to Software and Hardware design
Digital Audio – Architecture

ALP & DaletPlus Clients
Audio selection & playback

Recording Audio source

Official Reports
37 PC's

DALET SYSTEM DIAGRAM

Storage & Database
Audio storage & retrieval

Application Audio processing

Scottish Parliament Holyrood network

Audio storage & retrieval

Audio processing

Audio selection & playback

ALP & DaletPlus Clients
Electronic Voting

- MSPs use Unique IDs in Smartcards
- eVoted in Chamber – creates results file
- Regular monitoring for file
- Picked up by VoteAgent on Network Share
- Dropped into SPP
- Voting Report(s) sent to OR
Parliamentary Applications
The Future

• Information Management Strategy
• Web delivery
• Legacy issues
• Business Process Re-engineering
Information Management Strategy

• **Understand the issues**
  - Understand what our information assets are
  - Understand what the main problems in accessing and managing data are
  - Identify duplication of data and effort

• **How to move forward**
  - Single sources of trusted data
  - Ownership of information
  - Platforms & standards to allow this

• **Re-use our information**
  - Leverage our information assets
Web as a Delivery Mechanism

• Database Driven Content
• Content Management
• Content Subscription
• Mobile Device Support
• Web Services
• Web-casting
• e-Petitions
Legacy Systems’ Issues

• incomplete requirements*
• lack of user involvement*
• requirements and specifications keep changing*
• processes developed in a hurry and unilaterally
• information not shared

*Source: BCS ‘IT NOW’ November 2005
Business Process Re-Engineering

- working with customers to determine improvements
- programme for mapping of business processes
- using standard tool and methodology
Specific Initiatives

- Proposed Web programme
  - Technical considerations
  - Customer-driven
- Information Management programme
- Technical Architecture Policy
- Compliance with International Standards
  - Introducing Best Practice
- e-Democracy
Current Challenges

- Demanding Customers
- Portfolio Management
- Remote access
- Workload (Services & Projects)
- New Structure
- Recruitment
Future Challenges

- Parliamentary Data Strategy
- Integrated Corporate Systems
- Technical Architecture
- Security Architecture
- Excellent Customer Service
- Continual Improvement
- Staff Development
- Demonstrable value
IT in the Scottish Parliament (Review)

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Thank You

Questions & Discussion