

# IT in the Scottish Parliament



**Alan Balharrie**

**Head of Business Information Technology Office**



# IT in the Scottish Parliament

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



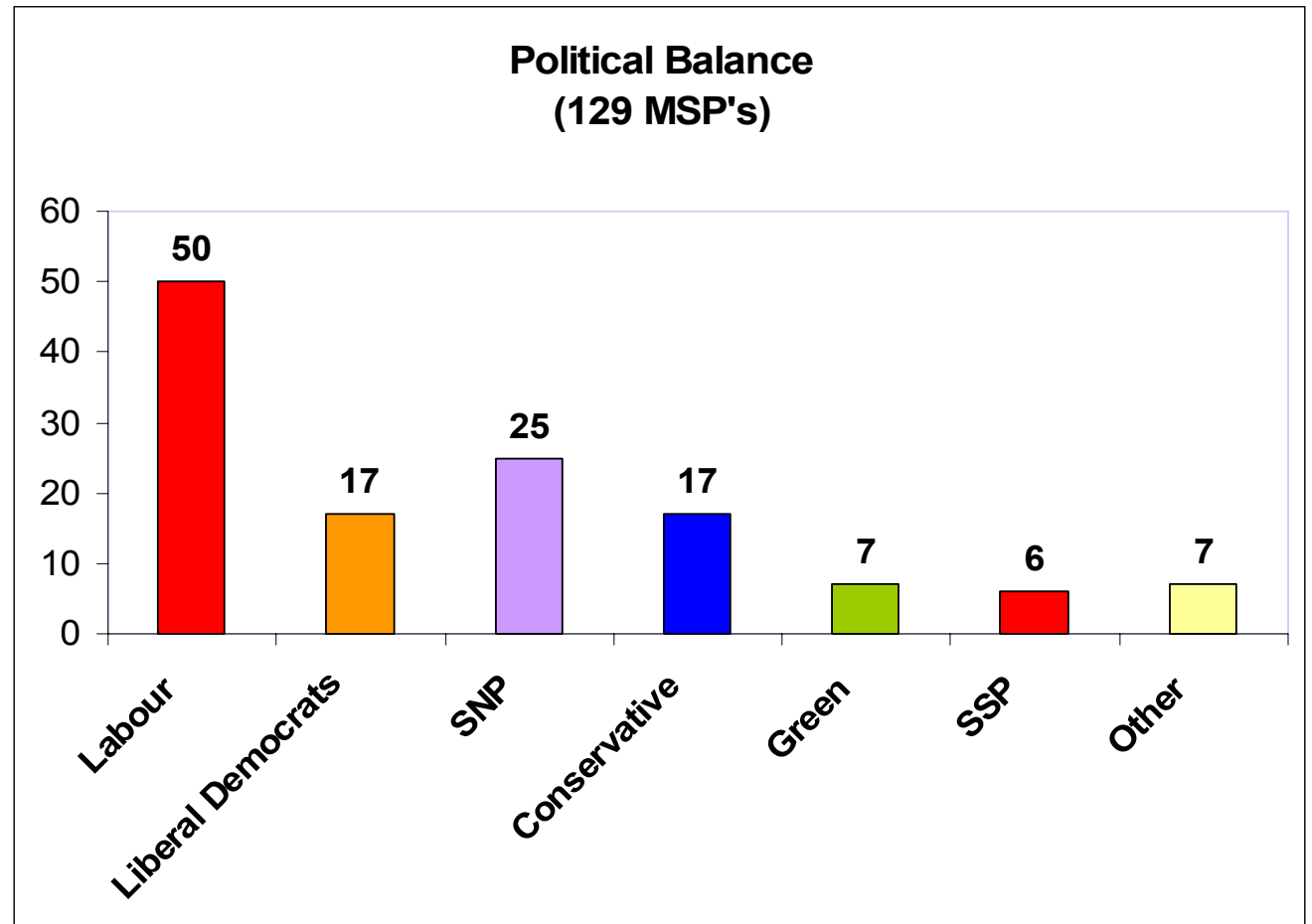


## The Scottish Parliament - Overview

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- **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



# The Scottish Parliament - Overview

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- **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?

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

*SPCB Management Plan*



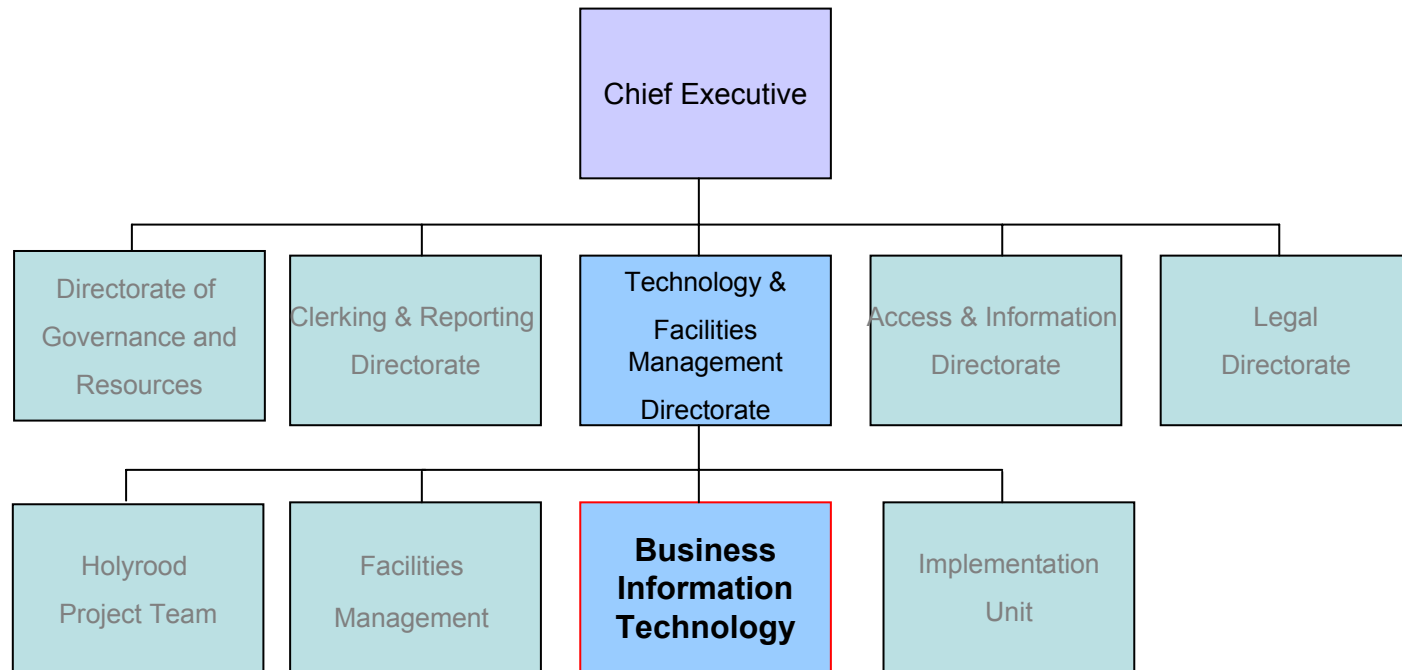
## How is the staffing organisation going to deliver its purpose?

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

*“by facilitating engagement with people and organisations across Scotland”*

# Parliament Staff Organisation







## What is the purpose of the BIT Office?

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*“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”*

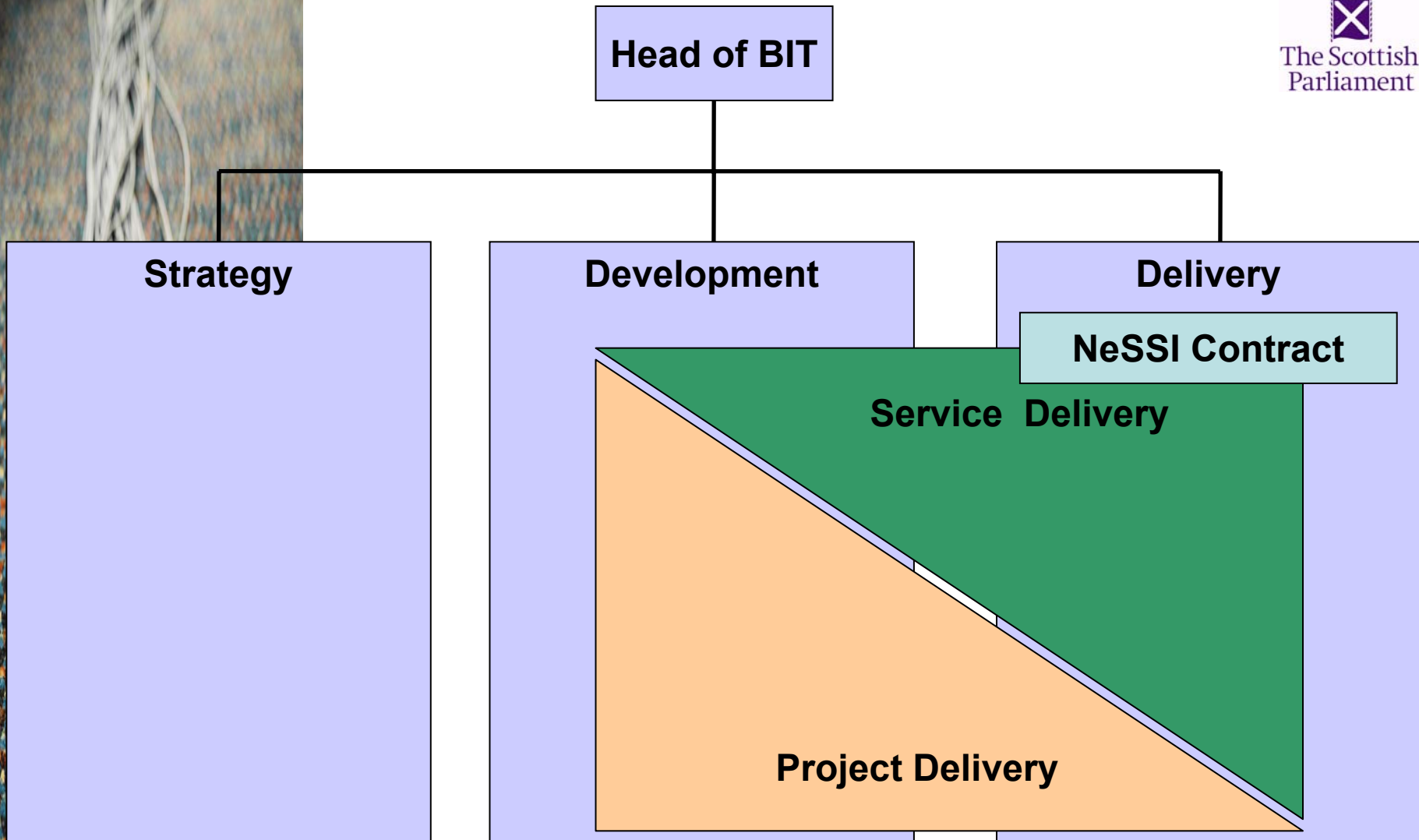


# BIT Strategic Priorities

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- **Excellent Customer Service**
- **Aligned and Optimised Information Solutions**
- **Corporate Business Strategy**
- **Demonstrable Value**
- **High Quality IT Organisation**



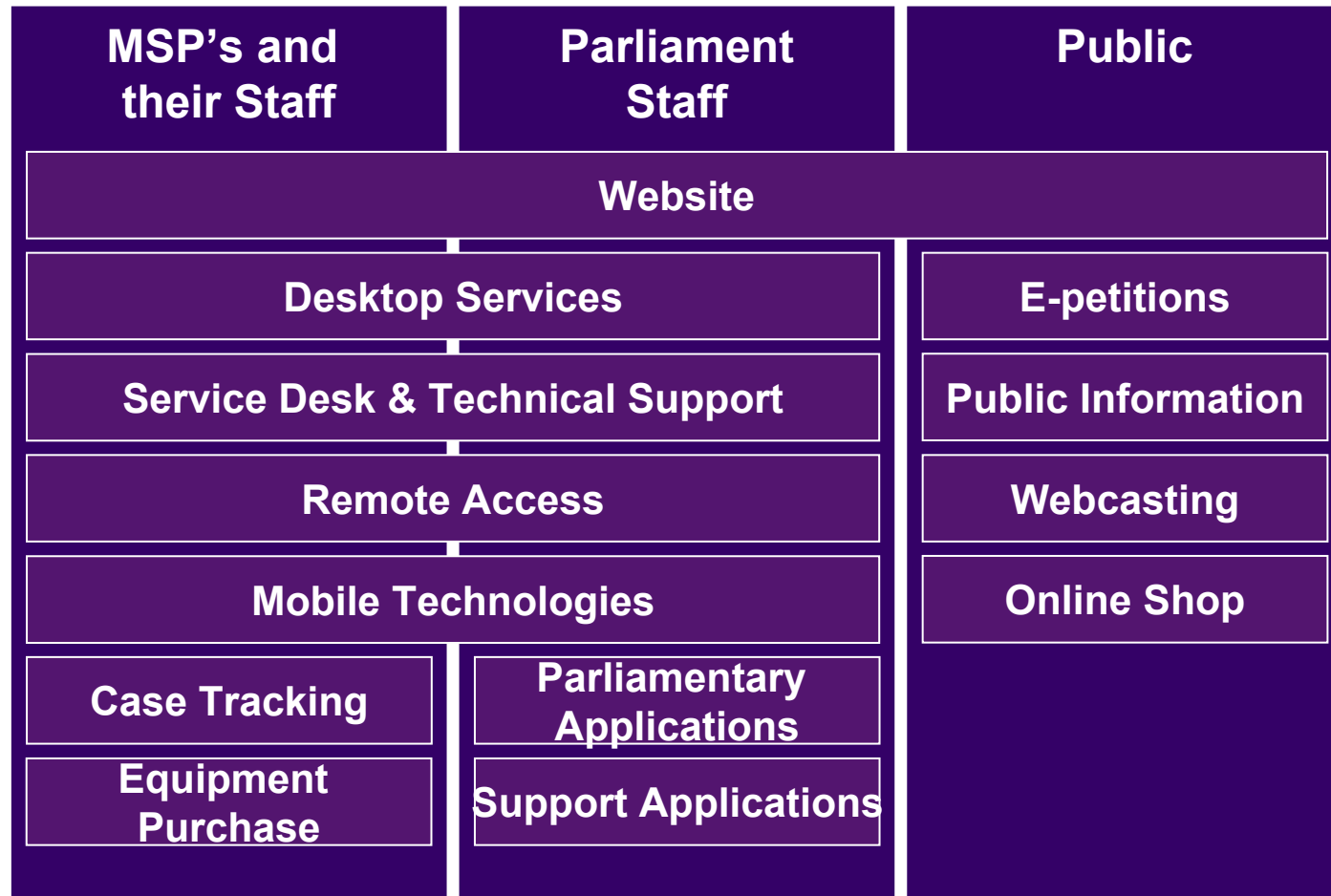


# BIT Overview

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- **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





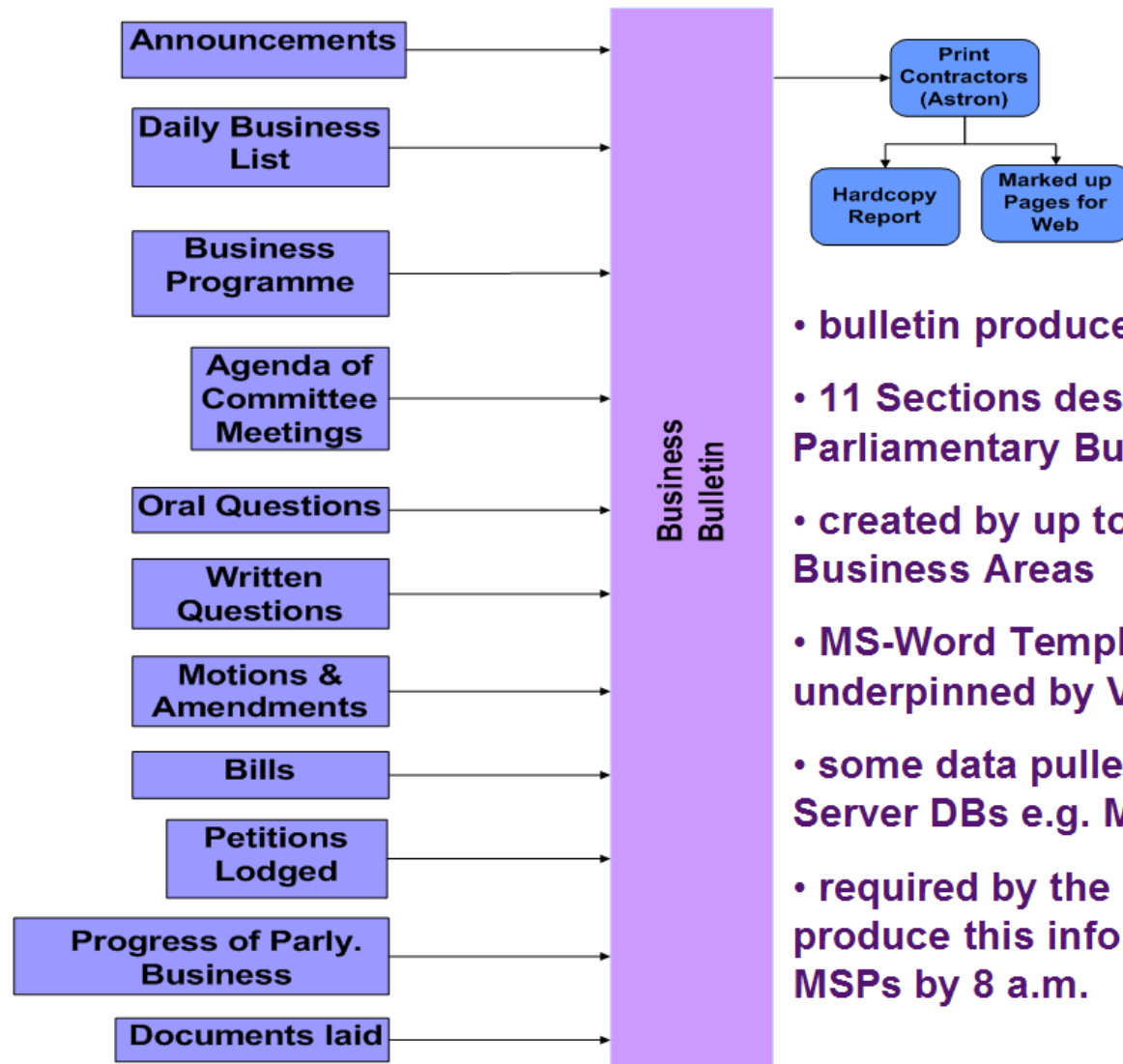


# Parliamentary Applications

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- **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.



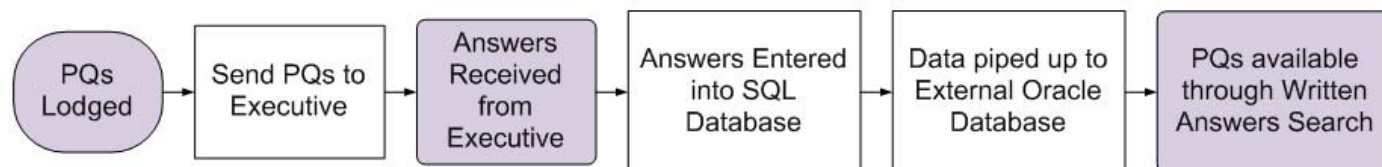


# Parliamentary Questions (PQs)

## 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]



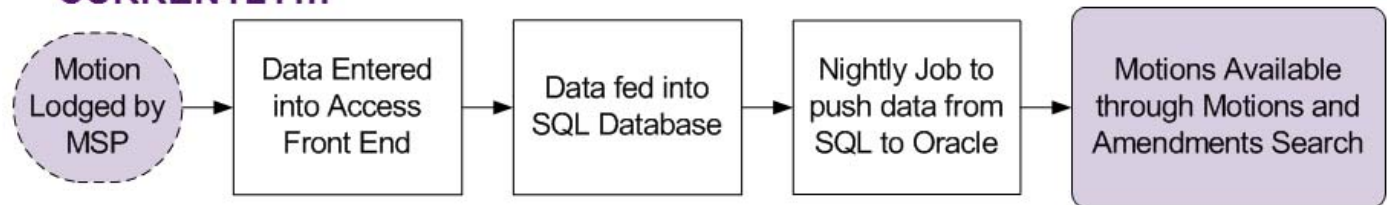


# Motions & Amendments

## 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

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## PREVIOUSLY...

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

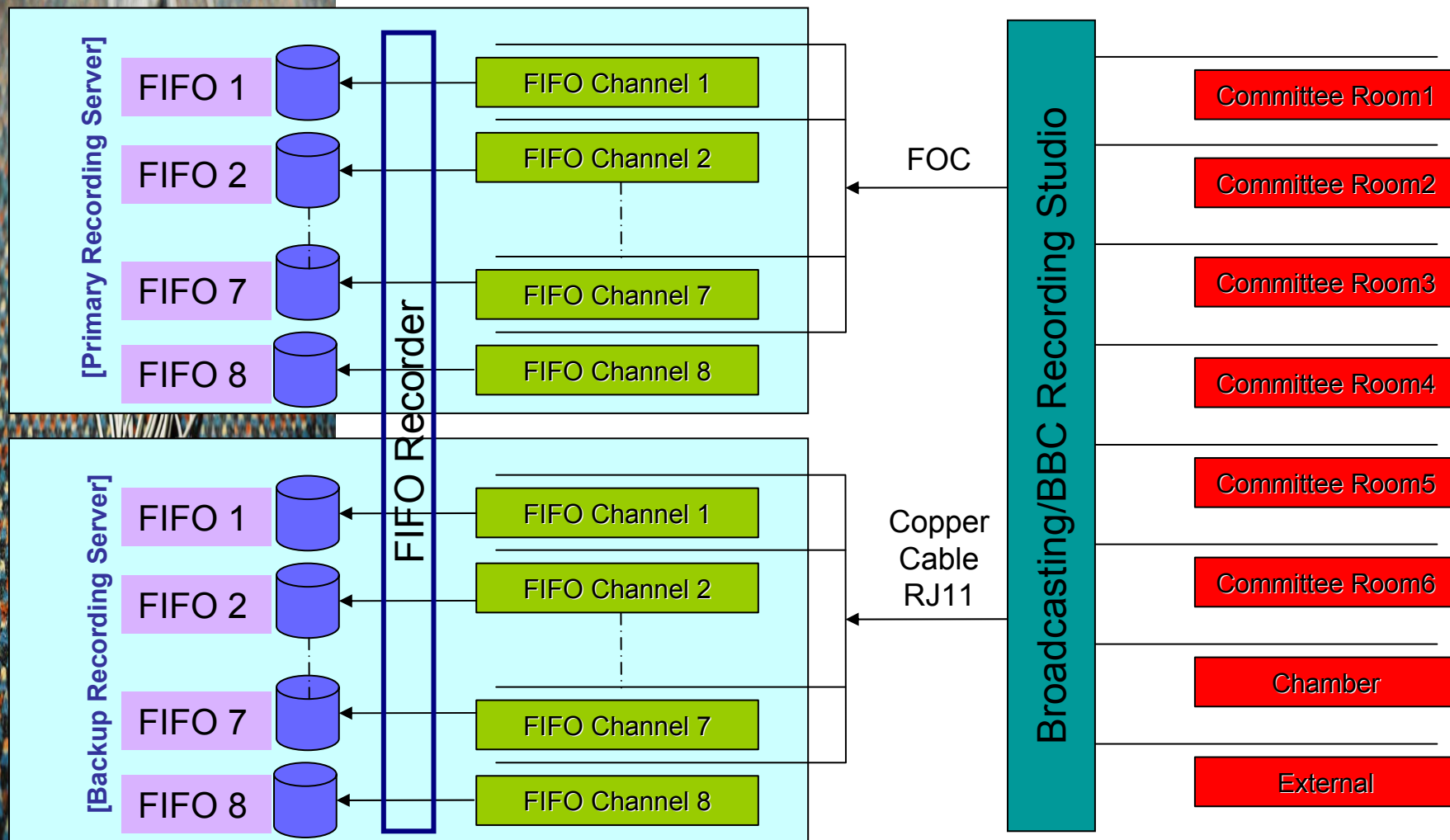
## CURRENTLY...

- **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 System





# Digital Audio – Architecture

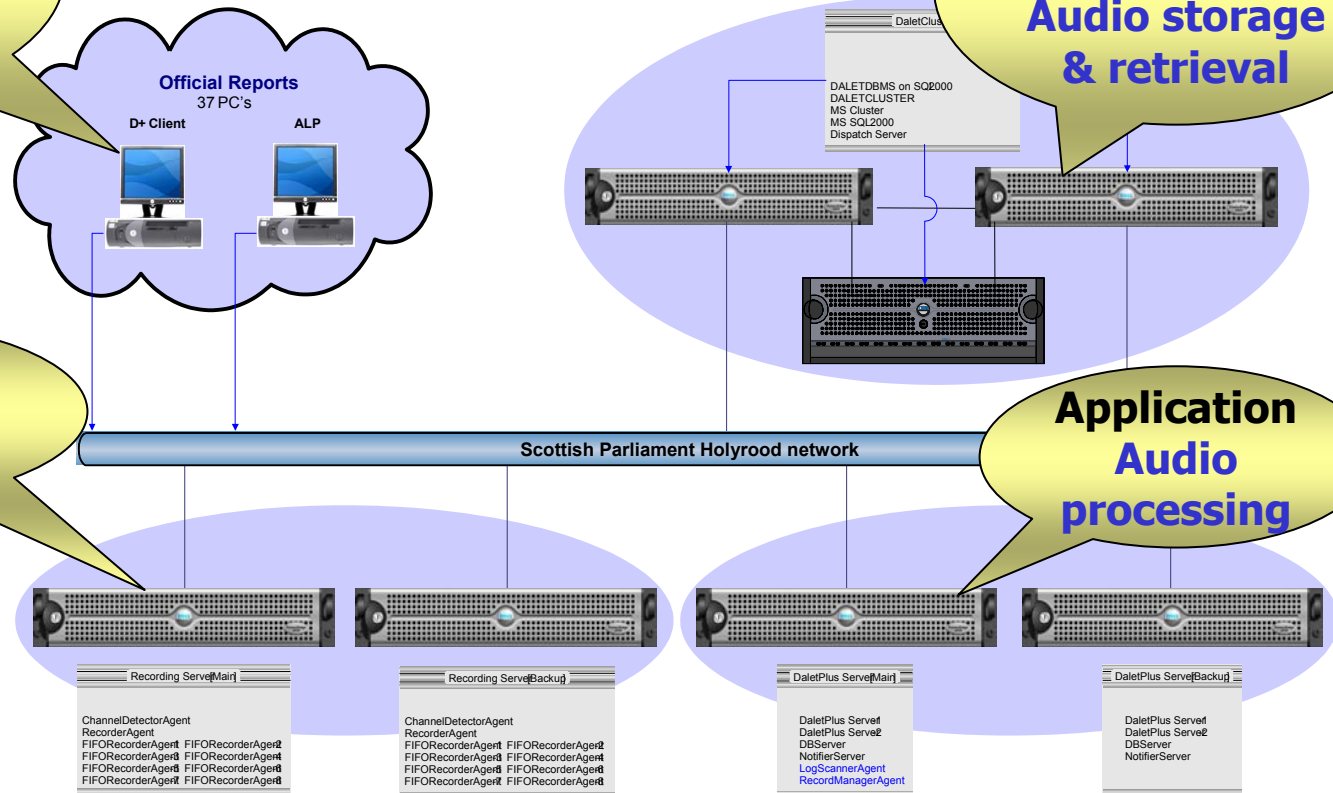
**ALP & DaletPlus  
Clients**  
Audio selection  
& playback

**Recording**  
Audio source

## DALET SYSTEM DIAGRAM

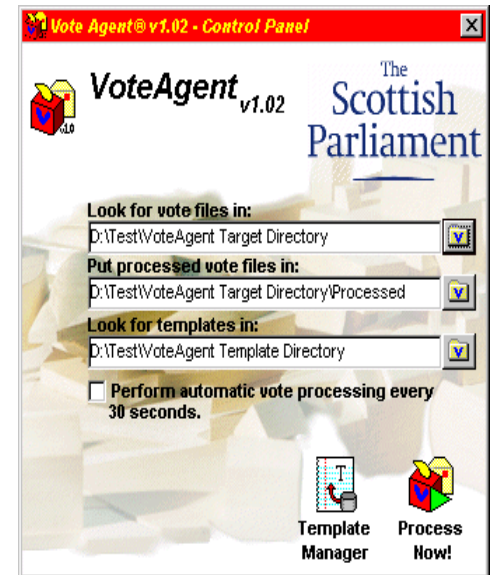
**Storage &  
Database**  
Audio storage  
& retrieval

**Application**  
Audio  
processing



# Electronic Voting

- MSPs use Unique IDs in Smartcards
- eVote 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



| <br>The Scottish Parliament |  |                     |           |          |
|--|--|---------------------|-----------|----------|
| Voting Record for McConnell, Mr Jack   |  |                     |           |          |
| Parliamentary Name   | Vote Description   | Date Of Vote        | Vote      | Result   |
| McConnell, Mr Jack   | S2M-3411.2 Mr Brian Monteith: Report on Prioritisation of the Non-Executive Bill | 26/10/2005 17:06:00 | Not Voted | Defeated |
| McConnell, Mr Jack   | S2M-3411.1 Chris Ballance: Report on Prioritisation of the Non-Executive Bills U | 26/10/2005 17:07:00 | Not Voted | Defeated |
| McConnell, Mr Jack   | S2M-3411 Mr Duncan McNeil on behalf of the Scottish Parliamentary Corporate Body | 26/10/2005 17:09:00 | Not Voted | Carried  |
| McConnell, Mr Jack   | S2M-3440 Malcolm Chisholm: Equality Bill - UK Legislation—That the Parliament ag | 26/10/2005 17:10:00 | Not Voted | Carried  |
| McConnell, Mr Jack   | S2M-3454 Ms Margaret Curran on behalf of the Parliamentary Bureau: Approval of S | 26/10/2005 17:11:00 | Not Voted | Carried  |



# Parliamentary Applications The Future

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





# Information Management Strategy

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- **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

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- **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

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

# Specific Initiatives

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

# Current Challenges

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





# Future Challenges

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- **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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- ✓ **Scottish Parliament Overview**
- ✓ **Business Information Technology Office**
- ✓ **Stakeholder Services**
- ✓ **Parliamentary Applications**
- ✓ **Parliamentary Applications – The Future**
- ✓ **Initiatives**
- ✓ **Challenges**

# Thank You

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## Questions & Discussion