PARTNERSHIPS - IS THIS THE WAY FORWARD FOR PUBLIC SERVICES?
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MEANING

1: the state of being a partner: **PARTICIPATION**

2: a legal relation existing between two or more persons contractually associated as joint principles in a business b: the persons joined together in a partnership

3: a relationship resembling a legal partnership and usually involving close cooperation between parties having specified and joint rights and responsibilities
ALTHOUGH PARTNERSHIPS CAN TAKE MANY FORMS IN BUSINESS I INTEND TO SPECIFICALLY FOCUS ON DEVELOPMENTS WE ARE PROGRESSING TO SUPPORT OUR BUSINESS OPERATIONS INTO THE FUTURE

3 X DISTINCT AREAS

IT PARTNERSHIP
PARTNERING WITH CUSTOMERS AS SUPPLIERS
NEW SERVICE DEVELOPMENT
IT PARTNERSHIP

WHY - TO ENSURE ROS CAN SUCCEED IN MEETING BUSINESS VISION AND STRATEGY

Compelling Business Needs for Change
- Underpinning IT Systems due for upgrade/replacement
- External Factors
- Requirement to interface with new developments
- Inflexible systems limit further business / IT development
- Efficiency changes

 Provision of IT Services
- Need to deliver effective IT services in a fast changing environment

Delivery Mechanism
- Present form of procurement is inefficient costly, time consuming
- Multiple suppliers / systems continue to generate integration issues
- Additional cost and implementation delays
PAST EXPERIENCES AND FUTURE REQUIREMENTS HAVE THEREFORE CONVINCED THE AGENCY THAT AN INTEGRATED APPROACH TO PROCUREMENT AND DELIVERY OF IT/IS SERVICES WILL DELIVER THE MOST EFFECTIVE OUTCOME.

OPTIMUM METHOD FOR THIS LIKELY TO BE SOME FORM OF PARTNERSHIP DEAL.

HOW ARE WE PROGRESSING THIS AMBITION?
PARTNERSHIPS - IS THIS THE WAY FORWARD FOR PUBLIC SERVICES?

Maintenance of Systems  Technology Refresh  eCommerce (eGovernment)  Business Transformation & Development

Degree of Partnership:

Multiple Suppliers  Single Supplier  Framework Partnership  Strategic Partnership
SOC HAS CONFIRMED

- STRATEGIC FIT WITHIN THE WIDER AGENCY STRATEGY
- BUSINESS NEED
- INDICATIVE PROPOSAL (INC AFFORDABILITY)
- NEXT STEPS
GATEWAY REVIEW
OBC OCTOBER 2002
AIM TO ADVERTISE FOR EXPRESSIONS OF INTEREST DECEMBER 2002
CONTRACT AWARDED BY END 2003
BEGIN PARTNERSHIP WORKING EARLY 2004

CONTINGENCY PLANS SHOULD PARTNERSHIP FAIL / ENCOUNTER DELAY
CUSTOMERS AS PARTNERS

- AGENCY HAS MANY DIFFERENT TYPES OF CUSTOMERS
- FOCUS HERE IS ON CUSTOMERS OF OUR CORE REGISTRATION BUSINESS
- TYPICALLY THIS RELATES TO SOLICITORS/NOTARIES ACTING ON BEHALF OF THE HOUSE BUYING PUBLIC IN SCOTLAND
- THIS CUSTOMER SEGMENT ALSO ACTS AS SUPPLIERS OF OUR RAW MATERIALS
- TO DATE, FEW CUSTOMERS HAVE MADE THIS LOGICAL CONNECTION
- CONSEQUENTLY THERE IS INSUFFICIENT ATTENTION PAID TO QUALITY OF SUBMITTED INFORMATION AND DOCUMENTS
CONSEQUENCE OF NOT RECOGNISING CUSTOMER / SUPPLIER RELATIONSHIP

POOR DATA IN POOR DATA OUT

INCOMPLETE APPLICATIONS GENERATE UNNECESSARY REJECTION/REQUISITIONS

CREATE POOR TURNAROUND TIMES

ADDITIONAL PROCESSING COSTS FOR BOTH PARTIES
INCENTIVISING CUSTOMERS / SUPPLIERS THROUGH PARTNERING

STRUCTURED FEEDBACK OF POOR PRACTICE

CONTACT WITH SOLICITORS TO ASSIST IN PREPARATION OF APPLICATIONS / SUBSEQUENT PROCESSING

WORKSHOPS ON SPECIFIC PRACTICES AND POLICIES THAT AFFECT PARTICULAR CUSTOMERS

WORKSHOPS AND DIRECT SUPPORT IN THE USE OF MAIN ROS SERVICES AND PRODUCTS
RESULT

IMPROVED SERVICE / PRODUCT QUALITY

IMPROVED CONSISTENT TURNAROUND TIMES

LOWER PROCESSING COSTS

CLOSER INTEGRATION OF ALL SOLICITOR-FACING ACTIVITIES UNDER

CUSTOMER RELATIONS MANAGEMENT

AN OPPORTUNITY TO SHAPE THE FUTURE AND PROMOTE ROS AS A PRO-ACTIVE CUSTOMER DRIVEN ORGANISATION!
NEW SERVICE DEVELOPMENT

CONTEXT - KEY OBJECTIVE OF ROS - TO DEVELOP NEW SERVICES BASED ON CORE INFORMATION

GOOD PROGRESS TO DATE WITH THE INTRODUCTION OF OUR ON-LINE INFORMATION SERVICE AND ASSOCIATED INFORMATION PROVISION

FURTHER POTENTIAL IF WE CAN INTEGRATE OUR DATA WITH THAT HELD BY OTHERS TO JOINTLY DEVELOP MORE INFORMATIVE SERVICES

MANY FORMS OF PARTNERSHIP IN THIS SENSE

COMMON GOOD - PUBLIC SECTOR
FORMAL COMMERCIAL CONTRACT FOR SUPPLY OF DATA AND / OR JOINT DEVELOPMENT

INTENTION TO PARTICIPATE ON ALL FRONTS IN ORDER TO REALISE FULL POTENTIAL OF OUR INFORMATION SETS AND ENSURE THE CITIZEN, BUSINESS AND GOVERNMENT CAN BECOME MORE RELIABLY INFORMED