

**REGISTERS OF SCOTLAND**  
*Executive Agency*



*Information about Scotland's land & property*



# **PARTNERSHIPS** - IS THIS THE WAY FORWARD FOR PUBLIC SERVICES?





## 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





## CONTEXT

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?





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

CREATES 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

