

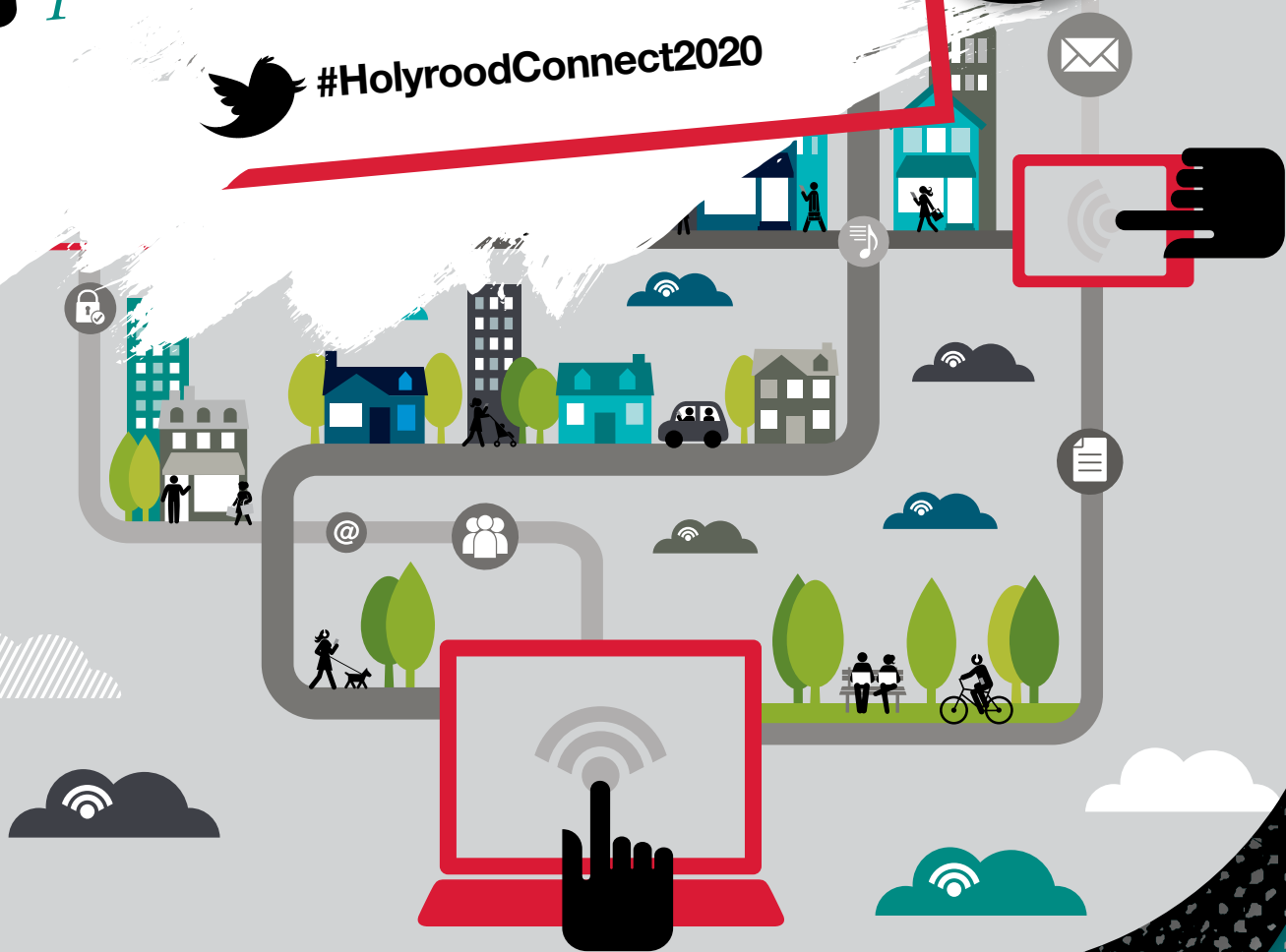
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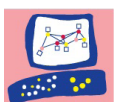
HOLYROOD's flagship
public sector ICT event



 #HolyroodConnect2020



October 13-14th 2020 | **VIRTUAL CONFERENCE**



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CONFERENCE CHAIR



JOS CREESE, CEO, CCL and Past President of SOCITM and BCS

With over 30 years IT leadership experience, Jos has held a variety of CIO roles and non-executive director positions. He is a recognised independent analyst and researcher, strategic advisor for multiple IT businesses, past President of Socitm, and also of the BCS, the Chartered Institute for IT. He chairs the Open University 'School of Computing' Industrial Advisory Board and is a non-exec on the Risk and Audit Committee for the Department of International Trade, covering cyber and digital risk.

For over a decade Jos was CIO and latterly CDO for Hampshire County Council, leading a range of ground-breaking shared services and achieving national recognition with a range of awards for IT innovation. He has worked with national and international governments on IT programmes and has led large-scale mergers, and the start-up and subsequent sale of a tech business. Previously listed as the 'most influential and innovative CIO' in the UK, he now operates as an independent consultant, advising public and private sectors on digital and IT strategy.

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**HOLYROOD**'s *flagship*
public sector ICT event

WELCOME

Welcome to Holyrood's flagship public sector ICT event, Connect 2020!

Holyrood Connect has organised this online conference for you and we are excited to provide the same high-quality agenda and speakers, direct to a location of your choice! Spread over two days, we will bring you a mixture of live sessions and on-demand sessions so that you don't feel tied to your screen and can access certain content when it suits you! There will also be plenty of opportunity to chat with fellow delegates through our virtual platform.

Within this digital handbook you will find the conference agenda as well as profiles of our speakers and sponsors.

Our Platform

We have partnered with Workcast to provide you with two days of interactive sessions. With no downloads, no plugins and no barriers, our platform allows you to watch the conference on any device, including mobile devices operating on iOS and Android. This means you can attend sessions wherever you are.

*Google Chrome is the optimal web browser for this platform

during a webinar, you can submit your question using the 'Ask a Question' function within the auditorium. This allows you to simply type in your question and submit to the presenter who will see it straight away. For on-demand sessions you can leave a question when you watch the session and the presenters will be on at certain advertised parts of the conference to answer them and chat with you!

Poly. These two days would not be possible without them. We encourage you to visit our Sponsor Hub pages to interact with the sponsors (chat function available) and see what they can offer your organisation.

Submitting Questions

If you have a question to ask

Sponsors

A huge thank you to our sponsors: Check Point and

Online Evaluation

You will receive an online evaluation form after the event. We would be extremely grateful if you could complete this with any constructive comments (good or bad) to help us in the development of future virtual conferences.

Finally, we hope that you enjoy this conference; that you leave with new ideas and methods you can apply to your own practice; and that we will have the opportunity to meet you again at a future Holyrood Connect event!

HOLYROOD EVENTS TEAM



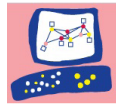
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AGENDA

DAY 1

TUESDAY, 13TH OCTOBER

*Conference Chair: Jos Creese, CEO, CCL and Past President of SOCITM and BCS***10:00 - 11:00 Conference Opening**

In our opening session attendees will hear the latest thinking from the Scottish Government and Checkpoint on the future of public sector digital collaboration and resilience.

Delegates will be able to engage with the Scottish Government through a Q&A session plus our interactive polling tools.

Alison McLaughlin, *Head of Digital Transformation, Scottish Government***Mark Mitchell**, *Security Engineer, Check Point Software Technologies***Check Point**
SOFTWARE TECHNOLOGIES LTD.**15:00 - 16:00 Panel Session**

In this session delegates will hear from a range of experienced panelists as they discuss how the public sector can foster a culture of collaboration that supports innovation and harnesses the full potential of digital technology.

You'll have the ability to submit questions to the panel chair to ensure the issues that matter to you most are covered.

Peter Tolland, *Head of Directorate Programmes, Scottish Government***Benjamin Welby**, *Policy Analyst - Digital Government and Open Data, OECD***Morag Campsie**, *Senior Audit Manager, Audit Scotland*

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SPEAKERS DAY 1



MORAG CAMPSIE, *Senior Audit Manager, Audit Scotland*

Morag has worked for Audit Scotland for nearly 13 years covering both financial and performance audit.

Most recently, Morag has led on a number of national performance audits looking at digital and ICT projects and programmes across government. She also leads Audit Scotland's data analytics group.



ALISON MCLAUGHLIN, *Head of Digital Transformation, Scottish Government*

Alison leads the Digital Transformation Division within the Scottish

Government. She is seconded into this role from Sopra Steria under the First Minister's Digital Fellowship Programme. In this role she is responsible for supporting central government digital transformation through engagement on key policy area programmes and delivery of cross-cutting platforms and services. Alison is also the vice chair of ScotlandIS, the trade body that champions the digital technologies industry in Scotland.



MARK MITCHELL, *Security Engineer, Check Point Software Technologies*

Mark Mitchell is a Security Engineer for Check Point in Scotland and

works specifically with Public Sector and Major Account clients.

With over 25 years' experience in IT, in both the commercial and public sectors in Scotland, Mark has worked as an end user and supplier in these environments including international research projects with CERN, the Urban Big Data Centre at the University of Glasgow and as a supplier to public bodies in a number of commercial roles.



PETER TOLLAND, *Head of Directorate Programmes, Scottish Government*

Peter leads the teams at the Scottish Government implementing the digital

ecosystem including the delivery of corporate digital services, platforms and products. He is chair of the 'Once for Scotland' Public Sector Collaboration Forum, and the Scottish Government Platform Design Authority. He is also a member of the national Data Delivery Group, a committee member with Socitm. and is a lead assessor for the Digital Scotland Service Standard.

Peter has extensive experience across the public, private, educational and voluntary sectors previously holding positions at North Lanarkshire Council, Stirling Council, Polaroid, Littlewoods and Pilkington.



BENJAMIN WELBY, *Policy Analyst - Digital Government and Open Data, OECD*

Benjamin Welby's work on digital government and data for the OECD

has included country reviews of Panama, Slovenia and Chile and thematic work on data in the public sector, digital identity, service design and delivery, digital skills and the impact of digital government on citizen well-being. He's also contributed to the development of the conceptual framework underpinning the OECD's Digital Government Index, the first pilot results of which will launch in late 2020.

Benjamin started his career in UK local government before moving to central government and spending 6 years with the Government Digital Service. During his time at GDS he was part of the team that launched GOV.UK and went on to have product management responsibility for GOV.UK's first general election, the Performance Platform, Government as a Platform and the Digital Marketplace. He also sat on the Spend Controls Approval Board and acted as a Lead Assessor for Service Standard Assessments.



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AGENDA

DAY 2

WEDNESDAY 14TH OCTOBER

Conference Chair: Jos Creese, CEO, CCL and Past President of SOCITM and BCS

10:00 - 11:00 Panel Discussion

Our second panel session will examine lessons learnt from the Covid-19 pandemic on the role digital transformation can play in improving resilience within the public sector, and how these lessons can provide a blueprint for tackling other 'wicked problems' such as the climate emergency.

You'll have the ability to submit questions to the panel chair to ensure the issues that matter most to you are covered.

Ruchir Shah, *Director of External Affairs, Scottish Wildlife Trust*

Heather Robb, *Chief Digital Officer, City of Edinburgh Council and Chair, SOCITM Scotland*

Hazel Archer, *Head of Programme - NHS Near Me, Scottish Government*

Sof Socratous, *Vice President - Northern Europe, Poly*



15:00 - 16:00 Conference Close

The final session will feature analysis of key lessons learnt from previous conference sessions, via a 1-1 discussion between our conference chair and a leading expert on public sector digital transformation.

Kate Forbes MSP, *Cabinet Secretary for Finance, Scottish Government*



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SPEAKERS

DAY 2

**HAZEL ARCHER,**

*Head of Programme -
NHS Near Me, Scottish
Government*

Hazel is a Statistician by training and has a background in IT and Project Management. She joined the Health Service in 2003, as a project manager to set up a paediatric telehealth service before joining the Scottish Centre for Telehealth and Telecare. She currently leads the Scottish Governments Near Me Programme, supporting the scale up of video consulting across health, care and the wider public sector.

**KATE FORBES**

MSP, *Cabinet Secretary
for Finance, Scottish
Government*

As a backbencher, Kate has served on the Scottish Parliament's Environment, Climate Change and Land Reform Committee, the Standards, Procedures and Public Appointments Committee, the Health and Sport Committee and the Rural Economy and Connectivity Committee. She also served as Parliamentary Liaison Officer for Finance and the Constitution.

As well as leading a campaign to ban plastic straws, Kate has participated in several cross party groups at Holyrood including Crofting, Gaelic, Human Trafficking, Palliative Care and Rural Policy. A fluent Gaelic speaker, Kate made history earlier this year by becoming the first female MSP to give a plenary speech entirely in Gaelic in the current Scottish Parliament chamber.



HEATHER ROBB, *Chief Digital Officer,
City of Edinburgh Council and Chair, SOCITM
Scotland*

I am a Digital leader with over 20 years experience in technology. Responsible for all aspects of technology delivery in City of Edinburgh Council. Passionate about all things data and the potential of technology to help transform the work of the Council and to use technology to ensure that Edinburgh is the best place to live, work and visit.



RUCHIR SHAH, *Director of External
Affairs, Scottish Wildlife Trust*

Director of External Affairs for the Scottish Wildlife Trust, and formerly head of policy and campaigns for the Scottish Council for Voluntary Organisations, Ruchir has been a leading light in mobilising civil society around the Open Government and Sustainable Development Goals. He was, for a number of years, a member of the grants panel for the Scottish Government's Climate Challenge Fund, is a member of the Government's Data Delivery Group, and an elected member of the UK Open Government Steering Group. In his current role, Ruchir is also supporting sector-wide development around Conservation Finance and Digital Transformation within the environment sector.



SOF SOCRATOUS, *Vice President -
Northern Europe, Poly*

Sofocles is Northern Europe VP at Poly, previously Plantronics and Polycom. Sofocles – or Sof, as he is known - has over 20 years of experience in the technology and communications sector and achieving success with Hybrid teams. Previously Sof has had an illustrious career at Seagate Technology where he was EMEA VP for Sales, Marketing and Business Operations. Most recently Sof was EMEA General Manager at Bitnine, a developer of SaaS and enterprise software solutions.

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AGENDA

ON DEMAND SESSIONS

In addition to our exciting live agenda, we will also be bringing you a selection of on-demand content featuring real-life case studies of organisations. These pre-recorded case studies will be available to view throughout the conference at the time that suits. Just head over to the On-Demand Sessions tab on the website to access. You'll be able to submit questions to our case study presenters who will answer at a pre-arranged time slot during the conference.

1

FUTURE-PROOFING SERVICE DELIVERY IN NORTH LANARKSHIRE

The first of our on-demand case study sessions will spotlight North Lanarkshire Council, and examine how it is future-proofing delivery of services through digital transformation. The session will examine the challenges faced, how these were overcome, and benefits unlocked by the transformation process.



KATRINA HASSELL, *Head of Business Solutions, North Lanarkshire Council*

Thirty years public sector experience combined with a CIPFA

Fellowship have enabled Katrina to develop an excellent understanding of the strategic challenges facing local government. Her current role has responsibility for driving forward delivery of the modern, digitised services and solutions considered essential for the council to achieve its ambition of inclusive growth and prosperity for all. Katrina developed a keen interest for the public sector whilst studying for her Accountancy degree. Her career started in Local Government Finance, and then took various twists and turns, with Katrina delivering against a range of roles including systems development, treasury management, project management, change management and relationship management.

2

TELEHEALTH IN NHS AYRSHIRE & ARRAN

Our second on-demand case study will examine how NHS Ayrshire & Arran has used technology to develop a remote-blood pressure monitoring process, and how this project has led to range of benefits including more saving patients and clinicians time, and providing more frequent and accurate readings thus enabling more appropriate diagnosis and treatment decisions.



NICOLA ROBINSON, *Project Manager - Technology Enabled Care, NHS Ayrshire & Arran*

Project Manager, Digital Services within the Technology Enabled Care (TEC) team at NHS Ayrshire and Arran. I have worked with the TEC team for over 5 years, initially leading the local evaluation as Senior Information Analyst, and more recently project managing the design and implementation of remote health pathways, to support community and hospital based services and their patients to work together differently, using technology.

HOLYROOD **CONNECT** **ICT Awards**



*Celebrating public
sector excellence
in ICT*

Due to COVID-19, we have made the tough decision to cancel the in-person awards ceremony that is usually a key part of the Connect conference. This decision has been taken with the safety of attendees in mind and is in line with current Scottish Government guidance and public health advice for large indoor events.

But, we will still recognise the fantastic projects and outstanding individuals that were nominated this year. Winners will be announced during our virtual Connect and they will receive their trophy and certificate in the post!

The virtual awards ceremony will be available on-demand throughout the duration of the conference. You can access this via the on-demand tab in the event lobby.

SHORTLIST

It is clear from the shortlist that there is a huge depth of talent when it comes to developing innovative solutions to the challenges faced by both the public sector and citizens. We would like to thank everyone who entered and the judges, who had the unenviable challenge of selecting the winners from such a great mix of nominations.

CITIZEN AWARD

- **NHS Lanarkshire**, Enhancing Dementia Post Diagnostic Support Through the use of Technology
- **Stirling Council**, Rural Broadband
- **University of Dundee**, My Diabetes My Way

CLOUD AWARD

- **Scottish Government**, Social Security Scotland
- **VisitScotland**, VisitScotland's Corporate Systems Transformation
- **Kingdom Housing**, Full Cloud Digital Transformation

DATA INNOVATION AWARD

- **NHS Ayrshire and Arran**, Remote Blood Pressure Monitoring using Telehealth - NHS Ayrshire and Arran
- **University of Dundee**, Data Linkage to Reduce Severe Hypoglycaemia

DIGITAL HEALTH & CARE AWARD

- **NHS National Services Scotland**, The National Scale-Up of Home and Mobile Health Monitoring (HMHM) for Blood Pressure Programme
- **NHS Ayrshire and Arran**, Remote Blood Pressure Monitoring using Telehealth in NHS Ayrshire and Arran
- **NHS National Services Scotland** - Digital and Security, NHS Scotland - Prescription Tracker Service

ICT TEAM AWARD

- **NHS Ayrshire and Arran**, Technology Enabled Care (TEC) Team, Digital Services,
- **Scottish Government**, ARE Content Management System - Serverless Cloud Solution Team
- **SEPA**, SEPA Digital Licensing Team



HOLYROOD CONNECT ICT Awards

*Celebrating public
sector excellence
in ICT*

→ SHORTLIST

INDUSTRY COLLABORATION AWARD

- **Capita**, SWAN - Enabling Scotland's digital transformation
- **Digital Health & Care Institute**, SCOTCAP Evaluation Project
- **My Clinical Outcomes Ltd**, Using remote, digital Patient-Reported Outcome Measures to enhance the care of patients with cancer in Scotland

INNOVATE AWARD

- **NHS Lanarkshire**, Enhancing Dementia Post Diagnostic Support through the use of Technology
- **NHS Ayrshire and Arran**, Remote Blood Pressure Monitoring using Telehealth in NHS Ayrshire and Arran
- **HM Revenue & Customs**, Office 365 Up-skilling Live Events

PROJECT DELIVERY AWARD

- **General Teaching Council for Scotland**, MyPL Development and National Rollout
- **Perth & Kinross Council**, Digital Transformation Programme
- **NHS National Services Scotland** - Digital and Security, NHS Scotland - Prescription Tracker Service

RISING STAR AWARD

- **East Park School**, Martin McElroy
- **Digital Health & Care Institute**, Dr. Kate Mark
- **Digital Health & Care Institute**, Dr. Jay Bradley

SMARTER WORKING AWARD

- **HM Revenue & Customs**, Office 365 Up-skilling Live Events
- **VisitScotland**, VisitScotland Corporate Systems Transformation
- **Scottish Government**, NHS Near Me

DIGITAL LEADER AWARD

- Winner announced at conference

THE JUDGING PANEL:



JANE MORRISON-ROSS, *Chief Executive, ScotlandIS*



JARMO ESKELINEN, *Executive Director – DDI Programme, University of Edinburgh*



NICOLA GRAHAM, *Director of Infrastructure & Support Services, NHS Ayrshire & Arran*



HEATHER ROBB, *Chief Digital Officer, City of Edinburgh Council*



ANNE MOISES, *former CIO, Scottish Government*

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