

**Information Systems Planning Group**  
**2:00pm, 12 November 2008**  
**Robertson Wing Meeting Room, General Register House**

**Present:** Dave Brownlee (chair); Keith Dargie; Rob Mildren; Grayham Mount, Jenny Cutts (secretary).

**Apologies:** David Brown.

**1. Staffing issues**

1.1 Keith Dargie explained that two newly recruited ICTB staff are well suited to their roles and have settled in.

1.2 Rob Mildren noted that a post exercise review of the shared ICT recruitment board is planned in order to consider the accuracy of the candidate rankings and success of methods employed when compared to how they are performing in their allocated posts. Lessons learned will be implemented in future recruitment boards.

1.3 The service delivery manager, David Ross, has obtained agreement for a 2 year career break. Senior management have authorised his replacement in order that service delivery objectives may be fulfilled. The post will be advertised in January 2009. Arrangements have been made to cover service delivery and line management responsibilities while the post remains vacant. The temporary employment period for Jackie Steele and David Clarke has been extended to enable them to complete development work on the Scottish Register of Tartans

1.4 Keith Dargie reported that appropriate training for new ICTB staff has been identified and details submitted to the Development Centre.

1.5 Rob Mildren noted that the rates of pay for Pertemps staff continues to be an issue for ICT branch.

1.6 Grayham Mount explained how the merger of A2 and A3 grades within Digital Imaging Unit has affected staff and the approach taken to resolve these issues within the business area. Operatives are expected to fulfil the full range of duties commensurate with the A3 grade in the unit and support is provided in pursuit of this.

**2. Progress reports**

*2.1 IT Infrastructure and Web & Applications Development Team*

2.1.1 Keith Dargie reported that an analytical statement on the implementation of ScotlandsPeople Centre software had been submitted to the Executive Board on 7 November 2008. It has been agreed that the full launch of the Centre will be during week beginning 15 December 2008 contingent upon the successful outcome of the comprehensive testing phase and of the upgrade of the till system within New Register House. A checkpoint meeting has been scheduled for 18 November 2008. Dave Brownlee added that the Centre will be open before Christmas 2008 and a

formal launch event will be held in January 2009 to coincide with the year of Homecoming 2009.

2.1.2 A meeting will take place on 12 December 2008 to discuss the future delivery of the ScotlandsPeople online service. Hosting, applications development and data delivery will be considered.

2.1.3 The joint telephony system (JTS) was discussed. Keith Dargie and Rob Mildren recently met with the GROS team responsible for progressing this initiative and agreed the high-level requirements and approaches to be taken. This included agreeing that the ICT Infrastructure team will continue to provide local day-to-day support for any new shared telephony system. This will allow NAS staff to continue to direct all support requirements via the Helpdesk as they do currently. The opportunity will also be taken to investigate the feasibility of introducing wireless networking technologies for NASnet. A report on the business and strategic benefits will be presented at a future meeting of the ISPG. Consideration of the user business facilities will also be carefully reviewed along with a detailed analysis of costs. Rob Mildren reflected that the decision for NAS to delay implementation of the JTS until after deployment within GROS and the ScotlandsPeople Centre, had proved to be the right one.

2.1.4 It was reported that the Letters Patent enacting the Scottish Register of Tartans Bill will be sealed in the conservation suite on 13 November 2008 and Jamie McGrigor, MSP, will attend as a guest. The Act is likely to become operational from 5 January 2009 and a launch event at Edinburgh Castle will be held on 26 January 2009. The functionality of the system was confirmed and 60% of content has been produced. The financial system for processing payments is under development and will be integrated. During week beginning 17 November 2008 the website will be circulated to the Industry sub-group for testing. The structure of the data was unanimously accepted and further data migration and content amalgamation continues. A Memorandum of Understanding between the Keeper of the Register of Tartans and key stakeholders is being produced.

2.1.5 A workshop to further define and scope the ScotlandsPlaces project will be held in December 2008.

2.1.6 The Applications and Innovation programme will be considered further over the final quarter of 2008-2009. A presentation will be made to the ISPG and to Senior Management outlining the recommended strategies and developments. A series of workshops will be organised with stakeholders from all areas of the office to identify detailed requirements and priorities. A strategic document detailing the outcomes of these processes will define NAS applications development strategies and priorities for the medium term. Dave Brownlee noted the relevance of this initiative to Management Board strategic priority setting and will consider the inclusion of a short presentation at this event.

2.1.7 Keith Dargie explained that a review of XP desktop and Enterprise Storage are planned. It is intended that team members will present ideas to a subsequent meeting of the Information Systems Planning Group.

2.1.8 Business Activity Reviews are well received by branches and the next round of these reviews is due.

## *2.2 Digital Access Team*

2.2.1 Grayham Mount reported that the Digital Data Archive provisional live date is the end of December 2008 with the first ingest of e-sasines. The second phase scoping study will begin in January 2009. It was noted that a file renaming problem requires resolution by BT before the Registers Archive Conversion project may be considered complete. A meeting will be held to determine how NAS may supply on demand digital surrogates of sasines for legal purposes. Access options for sasine surrogates were discussed.

2.2.2 The future of the legal search room was discussed. Rob Mildren explained that the seat allocation system may be used to analyse the number of historical search room users, desk occupancy and peak times of the day. This information would be useful in considering the feasibility of HSR and LSR merger. Keith Dargie explained that Microsoft Office is not available on the search room computers in order to contain licensing costs.

2.2.3 Grayham Mount added that the volume of legal search room copies has fallen and demand is manageable. It was suggested that these copy orders may be better delivered by automatically adding them to virtual volumes rather than returning volumes for checking against surrogate copies. This would also minimise the amount of handling each volume undergoes.

2.2.4 Rob Mildren described the aim that all on demand customer copying encompasses whole volumes and documents in future. The benefits of a new model camera were discussed. Precision book positioning enables a 250 page volume to be copied in 40 minutes. Keith Dargie added that it would be opportune to upgrade the accompanying computers at the same time as upgrading the digital cameras. Successful imaging of loose leaf documents has been demonstrated by use of these cameras at The National Archives. It is hoped that the manufacturer will be able to produce a lighter frames in order that the document handling process may be speeded up.

2.2.5 It is expected that in future copy orders received via Registers Direct 2 may be fulfilled by sending USB copies by courier.

## *2.3 Online Resources Team*

2.3.1 Rob Mildren reported that phase one indexing for the valuation rolls project will be completed by January 2009. A reflection period is scheduled before commencement of phase 2 in order to incorporate lessons learned. It was noted that the process necessarily produces very large images which take time to convert to output format effectively. A system to achieve this satisfactorily has been devised involving several pc's and weekly uploading and copying. Valuation rolls quality

assurance undertaken by GROS has proved essential and the process accurately highlighted decisions for NAS to take which would not have been possible for the contractor to determine. It was added that a cessation in outsourced volume copying over winter was wise regarding temperature considerations in respect of document preservation.

2.3.2 The ScottishDocuments 2 website has been completed and SCAN participating archives and local churches are currently testing this. Two casual members of staff have been engaged in order to align surrogate metadata with parish metadata. Localised portions will be rolled out appropriately as they become available. The same waymarking methodology will be extended to the valuation rolls project on a geographical basis.

2.3.3 Ideas for future deployment of Genealogical Society of Utah volunteers were discussed. It was considered that post 1901 wills and testaments may be added in batches of 10 or 20 years at a time.

#### *2.4 Calm and OPAC*

2.4.1 David Brown was unable to attend the meeting and Grayham Mount reported on Calm and OPAC on his behalf. Calm continues to be stable and perform well. It was noted that the Records Management module will be moved from a separate server to the Calm server now that performance is optimal. Calm v.8 is being tested for re-indexing capability. It would be advantageous to adopt a version of Calm with faster re-indexing in order that this overnight process may be completed by 7am each day. It was confirmed that daily re-indexing is required.

### **3. Information systems security**

3.1 No security breaches were reported.

3.2 Revision of the NAS internet access policy is intended. Keith Dargie will provide relevant data and analysis to inform this process. Proposal concerning website categories will be submitted for senior management approval. It was suggested that email traffic may also be considered. Policy decisions taken at the next ISPG meeting may be implemented from 1 April 2009.

3.3 Dave Brownlee noted that the audit of Accommodation Services Branch are looking at disaster recovery and IT input may be required.

### **4. Matters arising from ISPG Minutes of 8 July 2008 (circulated)**

4.1 [2.2.2] Rob Mildren expressed the view that catalogue amendment by curatorial staff in order to include reference to the existence of digital surrogates of particular records is not necessary because the Virtual Volumes system performs queries upon request.

4.2 There were no other matters arising.

**5. Any other business**

5.1 There was no other competent business.

**6. Date of next meeting**

The next meeting is due to be held in February 2008. Jenny Cutts will canvass for dates nearer the time.

Jenny Cutts  
17 November 2008