Business Systems Freedom of Information 2023/24

March 2023

Please note:

- ◆ SQA operates on an April to March financial and planning year.

- ◆ The following information highlights SQA's current and future objectives until 31 March 2024.

- ◆ Objectives for 2024/25 will not be available until after the start of the financial/planning year. (Subject to approval at both corporate and directorate level)

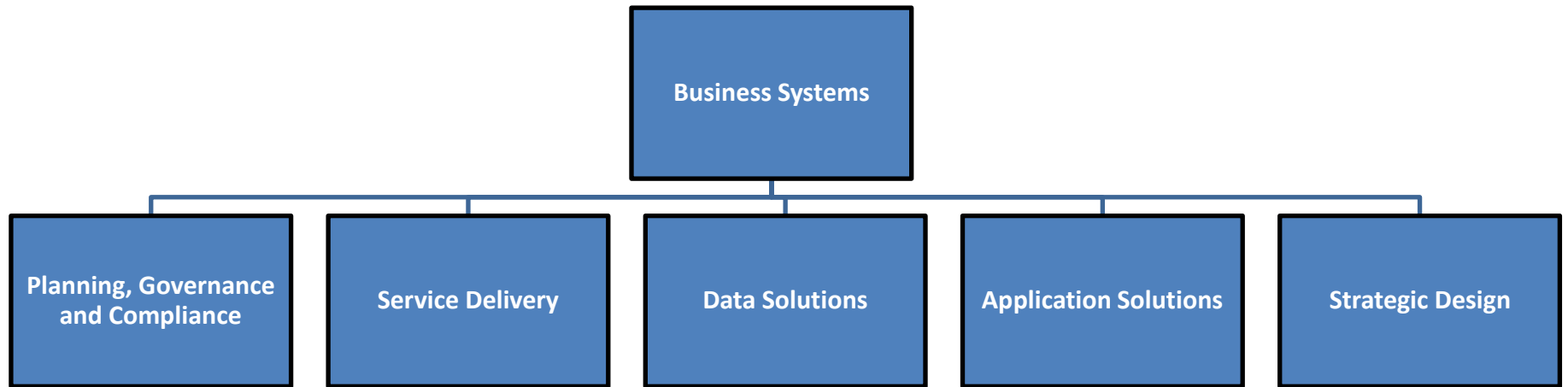# Business Systems
Strategy Plan

- ◆ Business Systems Strategy Plan 2023/24 is still being developed.
    - – Subject to external change by the Reform Programme.
    - – Subject to approval at both corporate and directorate level.

- ◆ We are unable to provide a conclusive implementation date, due to external controls.
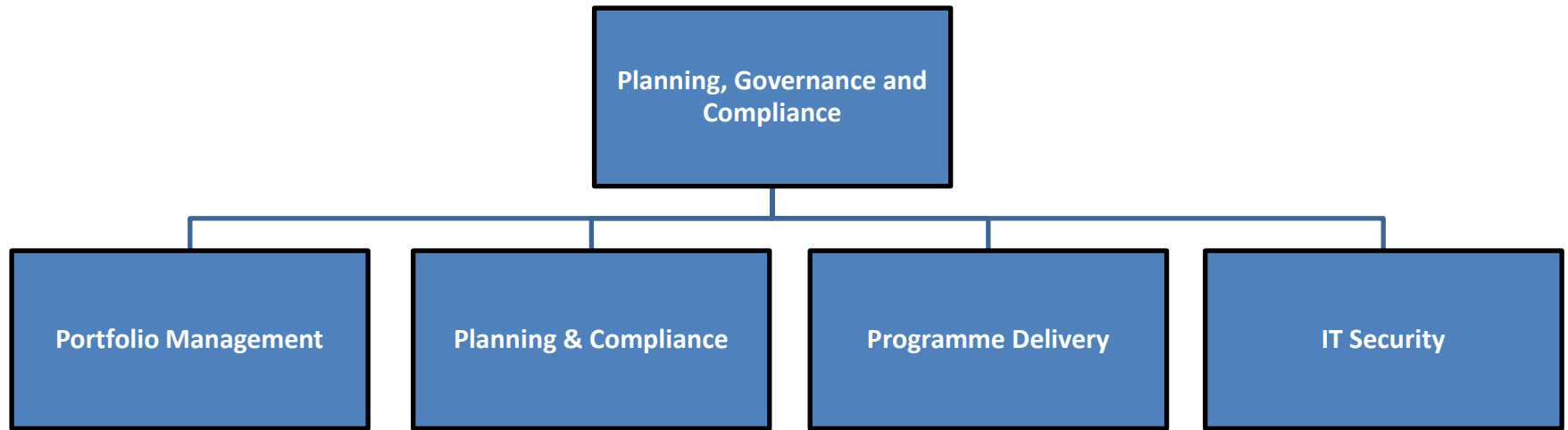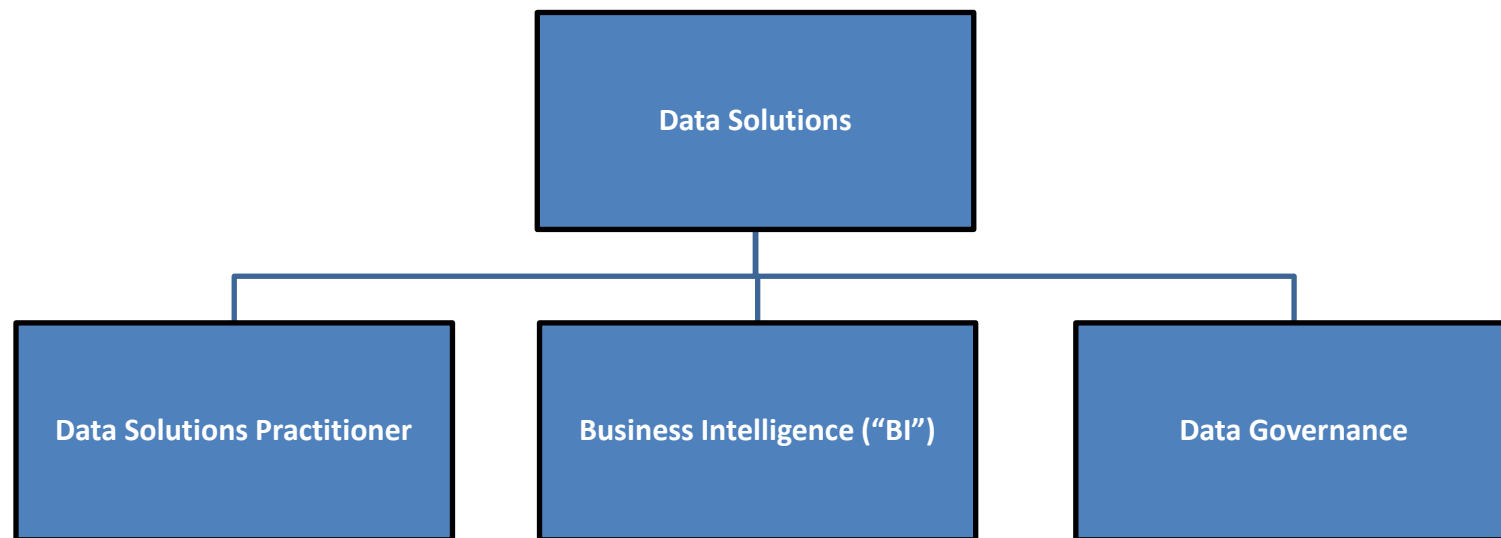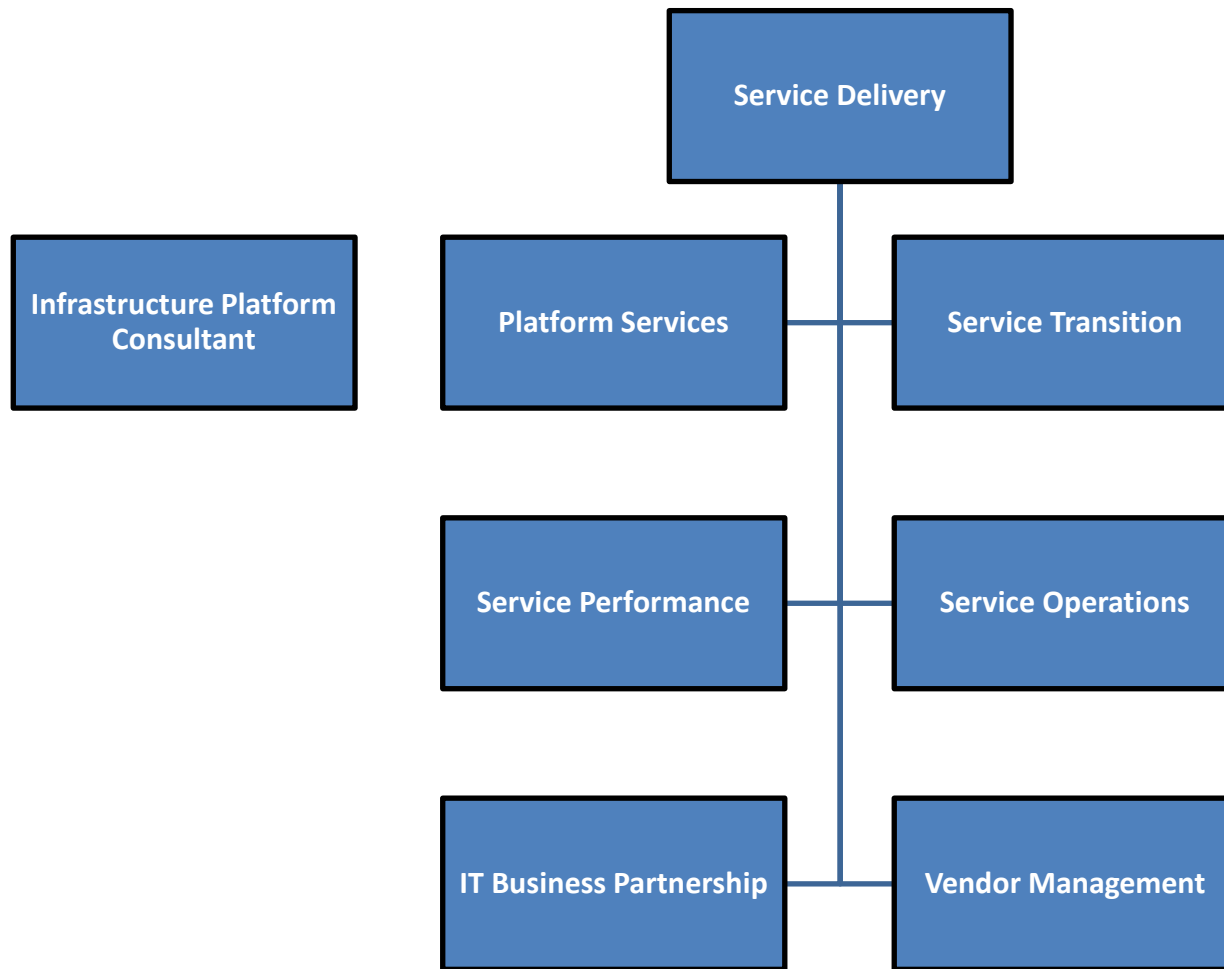
Business Systems Org Chart

Business Systems

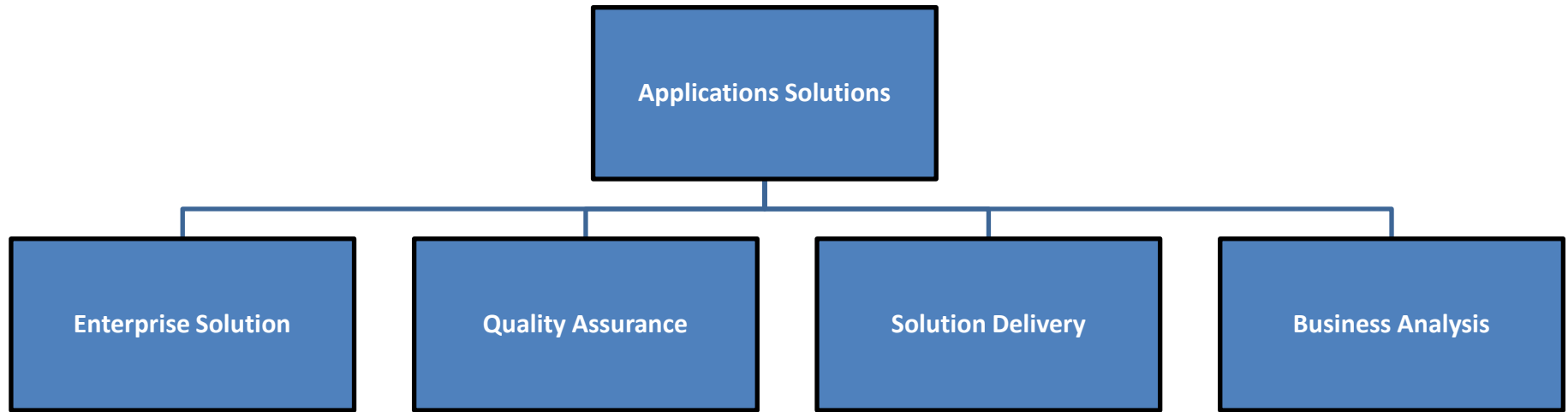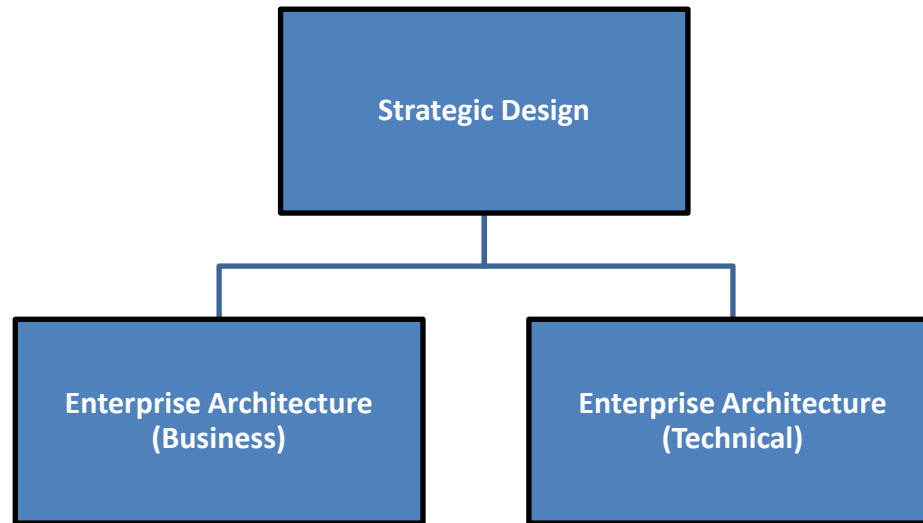# Planning, Governance & Compliance

Data Solutions

Service Delivery

Application Solutions

Strategic Design

Business Systems
2023-24 Operational Plan

Business Systems	Operational Plan 2023-24							
Directorate themes	**Detail about your deliverable**	**Maps to......**		**Which means it also maps to...**				
	Directorate Deliverables	**SQA Deliverables**		**SQA Outcomes**				
We support the delivery of changes to services SQA provide to its stakeholders.	Delivery of change within the portfolio programmes.	**Implement an operational excellence methodology for SQA**			We are flexible in meeting customer needs	We have a sustainable business operating model that is appropriately resourced in order to deliver our remit now and in the future		We are trusted, respected and valued by our customers, stakeholders and partners
We support the delivery of changes to services SQA provide to its stakeholders.	Deliver operational improvements that will increase functional maturity levels within Business Systems.	**Implement an operational excellence methodology for SQA**			We are flexible in meeting customer needs	We have a sustainable business operating model that is appropriately resourced in order to deliver our remit now and in the future		We are trusted, respected and valued by our customers, stakeholders and partners
Modernise, upgrade and ensure we have sufficient resilience within our technology estate	Continue to evolve our cyber security action plan and implement a series of security-related activities.	**Enhance SQA's cyber maturity and resilience to ensure we are well equipped to withstand, defend against, manage, recover quickly, and learn from cyber incidents**				We have a sustainable business operating model that is appropriately resourced in order to deliver our remit now and in the future		We are trusted, respected and valued by our customers, stakeholders and partners
Modernise, upgrade and ensure we have sufficient resilience within our technology estate	For key legacy systems improve operational resilience through the development and quality assurance of runbooks.	**Ensure SQA is compliant with all legislative, statutory and regulatory requirements (including qualifications regulators)**				We have a sustainable business operating model that is appropriately resourced in order to deliver our remit now and in the future		We are trusted, respected and valued by our customers, stakeholders and partners
Improve effectiveness and add value to the organisation	Revise, Create, Publish, Maintain and implement Standards in line with Technical Strategy	**Implement an operational excellence methodology for SQA**			We are flexible in meeting customer needs	We have a sustainable business operating model that is appropriately resourced in order to deliver our remit now and in the future		We are trusted, respected and valued by our customers, stakeholders and partners
Expand our customer led mindset	Embed best practice in supporting new organisational governance model.	**Implement an operational excellence methodology for SQA**			We are flexible in meeting customer needs	We have a sustainable business operating model that is appropriately resourced in order to deliver our remit now and in the future		We are trusted, respected and valued by our customers, stakeholders and partners

Business Systems
Financial Budget 2023-24

Financial budget for current and future ICT projects or goals.

- ICT capital budget is £4.725m
- Revenue budget for ICT is £20.191m
- Total ICT budget is £24.916m

Note:

- Budget is set at Q0, and is still subject to Scottish Government approval.
- As noted, SQA operates on an April to March financial and planning year.