



## Revised Digital Services Structure

**Committee**          Personnel

**Date of meeting**    28 April 2023

**Date of report**    18 April 2023

### Report by Director of Finance & Corporate Support

#### 1. Object of report

To advise members of the findings of a review of the Digital Services function, and inform members of the revised structure currently being implemented following consultation with the relevant Trade Union and affected staff.

#### 2. Background

The Personnel Committee has received and approved a number of organisational structure reviews. While seeking to streamline the organisation, a key theme has also been to maintain and, where possible, improve levels of service with reduced resources. We also continue to review departments where we have identified increased workload across multiple workstreams as well as increased resourcing requirements to support associated complexity and governance and the restructure of the Digital Services function within the Digital department falls into that category.

#### 3. Proposals

Following a review by the Digital Manager and discussion with the Strategy Group, a new structure of the Digital Services function was proposed which would increase the number of posts in the Digital department from 22 to 24, which included the Digital Services team from 6 to 8, with the aim of addressing the following issues:

- Resource and skills gaps;
- Additional workload;
- Succession planning;
- An increase in security requirements;
- An increase in technological awareness and capabilities of the business;
- A migration in responsibility for AWS Infrastructure to the responsibility of the Service Team; and
- A gradual move from a Service Team to include the delivery and planning of a much larger collection of projects and work packages.

Consultation with the relevant trade union and affected staff concluded on 9 February 2023 and resulted in:

- The creation of the new Digital Services function; and
- The creation of new positions within the department: Digital Services Team Leader, Digital Services Desk Lead, Senior Digital Technology Analysts (3 posts), Digital Technology Analysis (2 posts) and Digital Infrastructure Lead.

The current and proposed structures are attached at Appendices 1 and 2. The number of staff affected by these proposals is 6. All internal interviews and appointments have been concluded with all existing staff members accommodated within the new structure. Recruitment for the 2 additional posts is underway.

#### 4. Conclusions

The proposed structure for the Digital Services function reflects the significant increase in security requirements attributable to an increase in technology in SPT, the Cyber Resilience Framework, a greater understanding of the challenges faced by SPT and an increase in general cyber security threats and complexity, as well as an increase in technology used by the business and the velocity of change.

#### 5. Committee action

The committee is recommended to:

- (i) note the recent restructure of Digital Services function as outlined and that a full staff and trade union consultation was undertaken;
- (ii) note the revised structure has been implemented operationally, with all internal appointments concluded and external recruitment for the additional 2 posts underway;
- (iii) note an increase from 22 to 24 full time equivalent posts in the Digital department; and of this, an increase from 6 to 8 full time equivalent posts in the Digital Services function; and
- (iv) formally approve the adoption of the revised structure.

#### 6. Consequences

Policy consequences	<i>None directly.</i>
Legal consequences	<i>None directly.</i>
Financial consequences	<i>Increase in number of posts was provided for in the 2023/2024 revenue budget.</i>
Personnel consequences	<i>A proposed increase in headcount and full compliance with all SPT reorganisation policies.</i>
Equalities consequences	<i>An Equalities Impact Assessment was carried out.</i>
Risk consequences	<i>None directly.</i>
Climate Change, Adaptation & Carbon Consequences	<i>None directly.</i>

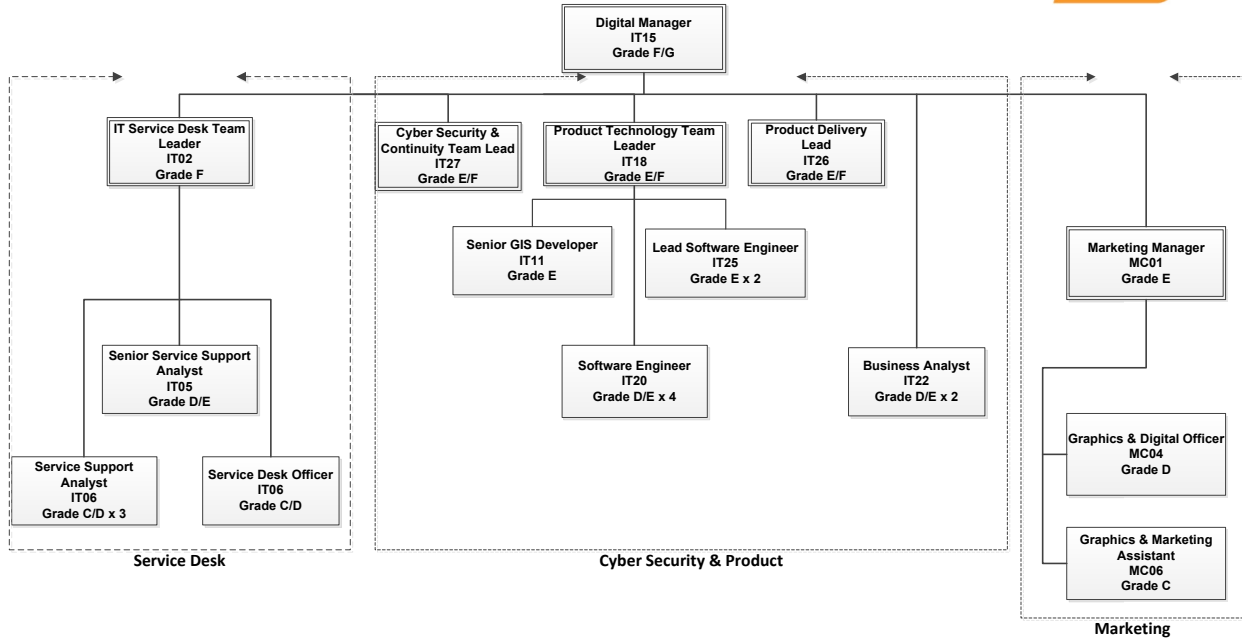
**Name** Neil Wylie  
**Title** Director of Finance & Corporate Support

**Name** Valerie Davidson  
**Title** Chief Executive

For further information, please contact *Neil Wylie, Director of Finance & Corporate Support, on 0141-333 3380 or Janice Morgan, Head of HR, on 0141-333 3414.*

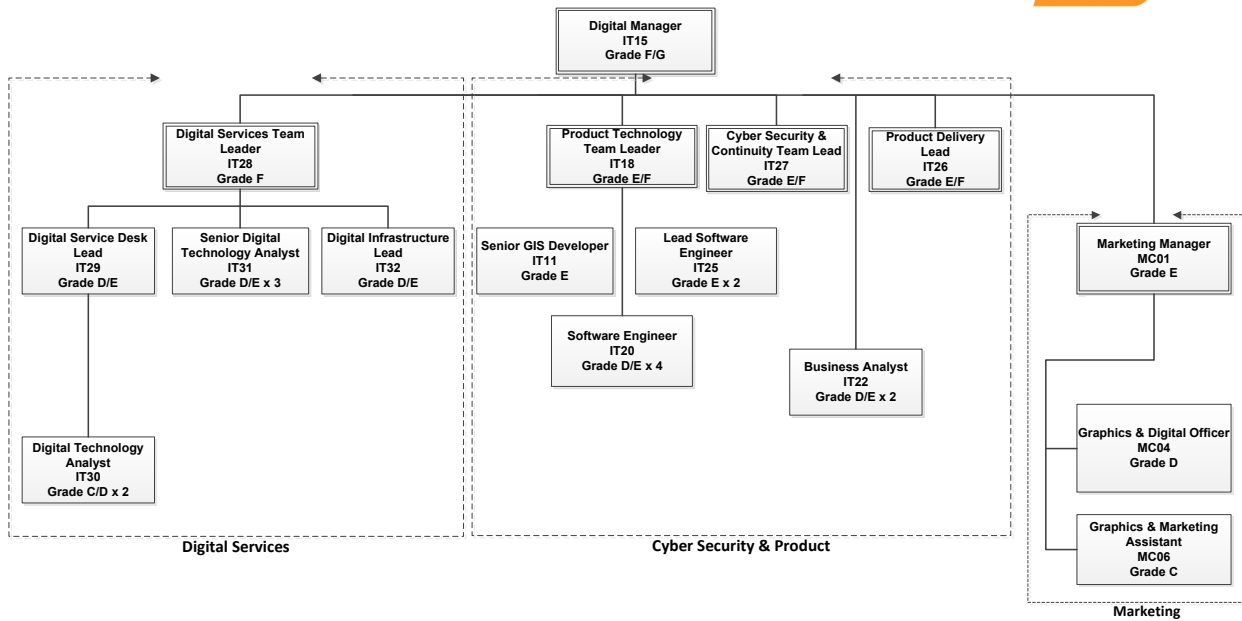
APPENDIX 1

DIGITAL – CURRENT STRUCTURE



APPENDIX B

DIGITAL – PROPOSED STRUCTURE



**APPENDIX 3**

CURRENT Employed				PROPOSED			
Job Title	Grade	FTE	Vacancies	Role	Grade	FTE	Effect
Digital Manager	F/G	1		Digital Manager	F/G	1	
IT Service Desk Team Leader	F/G	1		Digital Services Team Leader	F	1	
Senior Service Support Analyst	D/E	1		Digital Infrastructure Lead	D/E	1	
Service Support Analyst	C/D	3		Digital Service Desk Lead	D/E	1	
Service Desk Officer	C/D	1		Digital Technology Analyst	C/D	2	
				Senior Digital Technology Analyst	D/E	3	
Product Technology Team Leader	E/F	1		Product Technology Team Leader	E/F	1	
Senior GIS Developer	E	1		Senior GIS Developer	E	1	
Lead Software Engineer	E	2		Lead Software Engineer	E	2	
Software Engineer	D/E	4	2	Software Engineer	D/E	4	
Cyber Security & Continuity Lead	E/F	1	1	Cyber Security & Continuity Lead	E/F	1	
Product Delivery Lead	E/F	1		Product Delivery Lead	E/F	1	
Business Analyst	D/E	2	1	Business Analyst	D/E	2	
Marketing Manager	E	1		Marketing Manager	E	1	
Graphics & Digital Officer	D	1		Graphics & Digital Officer	D	1	
Graphics & Marketing Assistant	C	1		Graphics & Marketing Assistant	C	1	
<b>Department Total</b>		<b>22</b>	<b>4</b>	<b>Department Total</b>		<b>24</b>	<b>2</b>