Scottish Government/COSLA Digital Maturity Assessment





Digital Maturity Benefits Realisation: Management Systems (ERP, HR Management)





Real-life comments from users illustrate this:

Management systems have a beneficial impact, but realizing those benefits is constrained by limitations in their scope. For most users, systems don't manage all of the available resources; for others, a lack of training inhibits their full use of available management systems.

Systems exist in isolation, which is unproductive. Our resources intersect with the organisations we're integrating with in social care, the private sector and even with our own community resources, but our systems don't include them.

System used within HSCP is not fit for practice. Lack of digital connection between health and social systems significantly restricting possibilities

Working within a corporate function, and principally utilising corporate systems to undertake my duties, the lack of a real IT strategy for non clinical systems and the resulting lack of consistency within a series of individual silo systems prevents organisational data informing management decisions effectively.

Training is a series of multiple screen shots, but no interactive learning, just a series of commands.

The consequences merit investigating available interventions:

In most organisations, there are additional users in lower or departmental management who could benefit from learning to use management systems efficiently. There are often also additional parts within and without the organisation for whom systems are not yet deployed.



What systems are mentioned in this context?

FRP and eRostering functionality, whether as part of a wider system or as standalone solutions



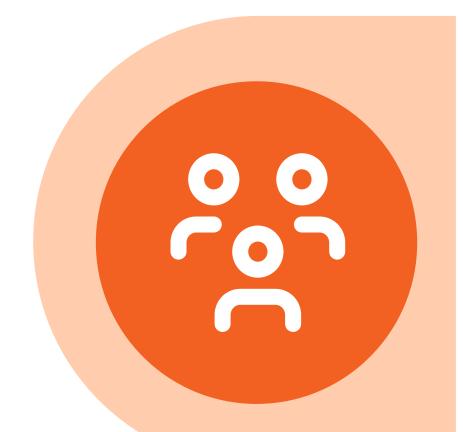
Are there organisations that are particularly affected?

No - the issues reported appear universal



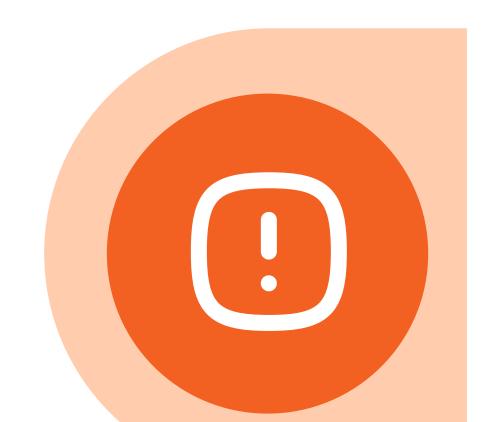
How is leadership responding?

We're unaware of a specific response from leadership



How are staff responding?

Operate without the information and tools offered by management systems, for example by maintaining parallel processes



A lack of integration (and deployment) means that users can manage some, but not all of their organisation's available resources

Driving for more complete coverage by integrating systems used across linked health and care organisations

Ensure systems availability across the entire organisation

The use of existing management systems could be increased through improvements to training and on-going system support

Provide on-going learning support for management systems in use targeted at potential users of those systems

Include training for skills like reading and using data, or creating and using dashboards and reports



