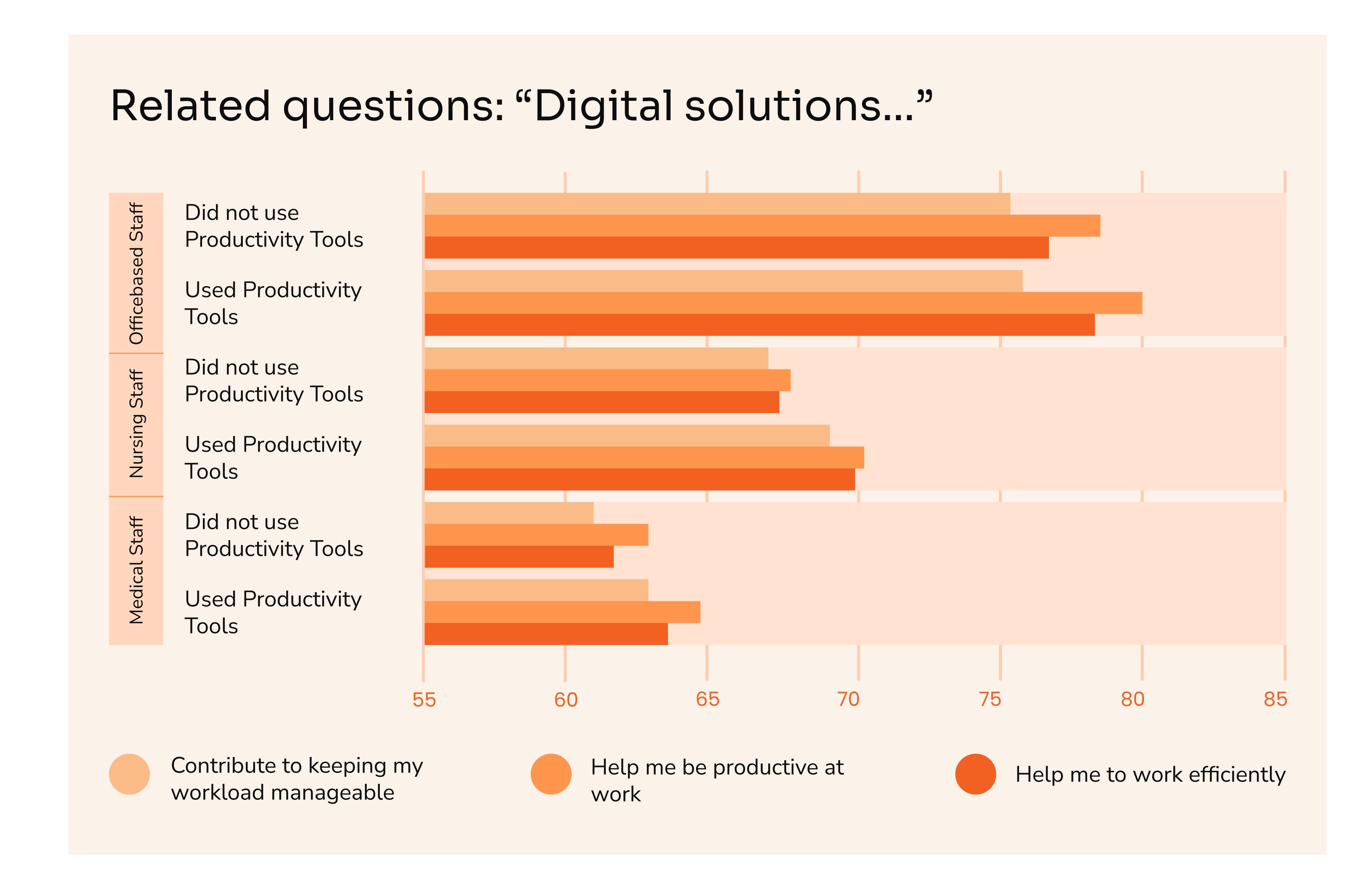
# Scottish Government/COSLA Digital Maturity Assessment



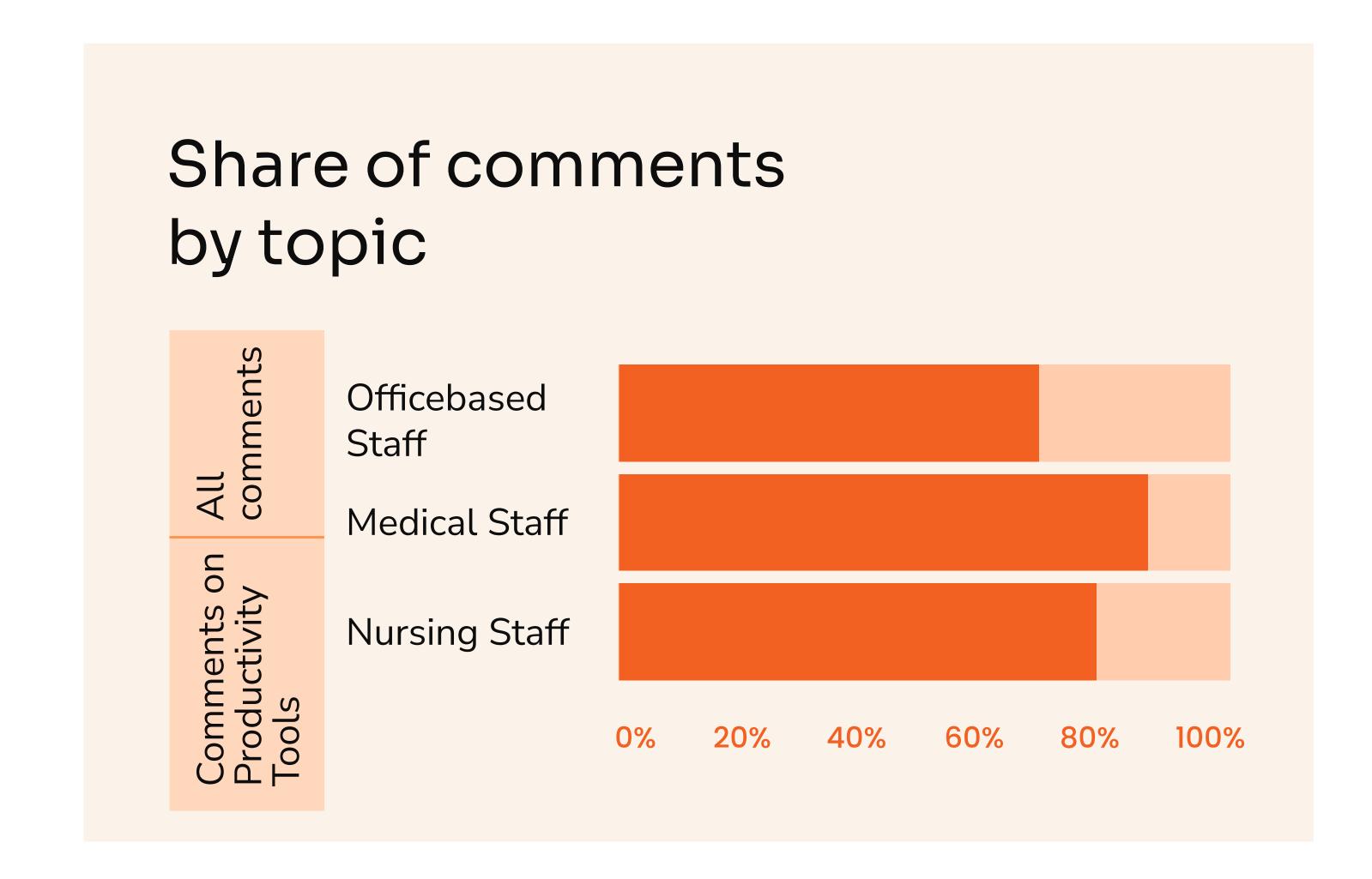


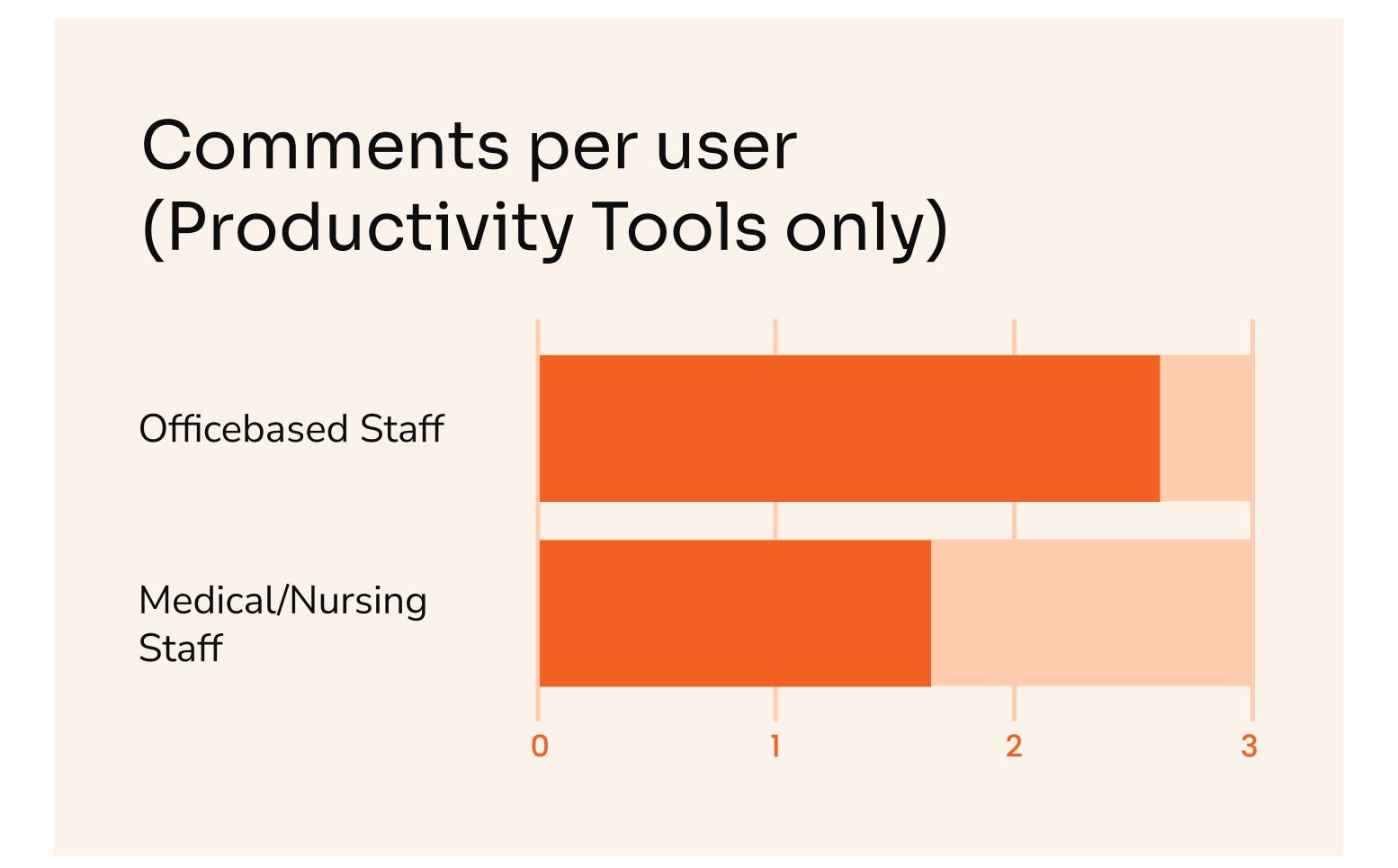
## Digital Maturity Benefits Realisation: Generic Productivity Tools (0365, Email, Calendar)

We asked participants how strongly digital solutions contributed to "working efficiently and productively, and to maintaining a manageable workload".



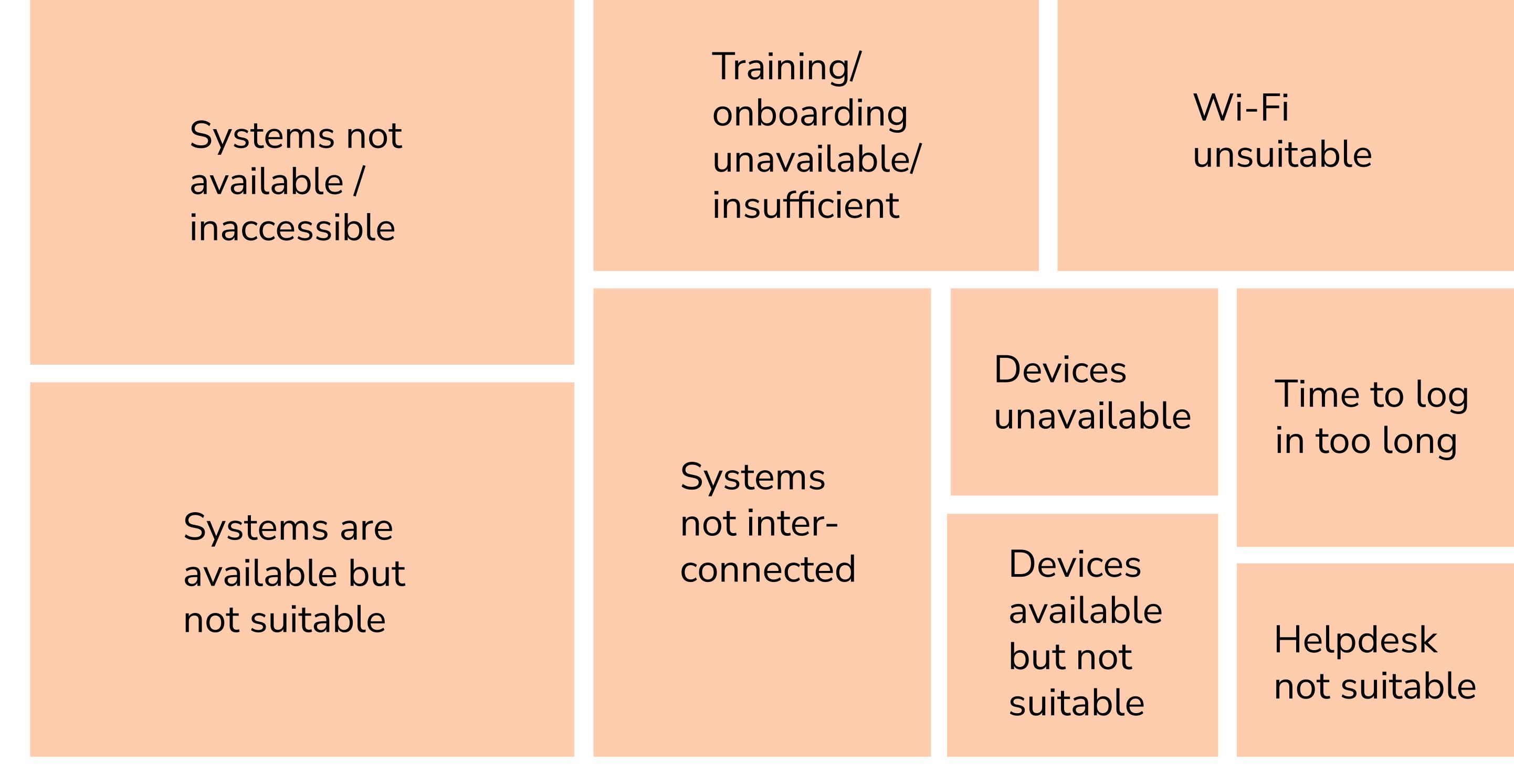
#### Comments statistics show that this topic is highly engaging for the workforce:





Reports around the suitability of productivity tools for the task they are being used for were universal; beyond those, comment types differed by staff group. Medical and nursing staff felt constrained by restrictions caused by licensing issues and information security-oriented configuration, office-based staff felt unsupported when using productivity tools.

#### Medical / Nursing Staff



#### Office-based Staff

Training/ onboarding unavailable/ insufficient	Systems not interconnected	Helpdesk not suitable	
Systems are available but not suitable	Systems not available / inaccessible	Time to log in too long	Devices una-vailable
		Wi-Fi unsuitable	

### Real-life comments from users illustrate this:

Webmail has been updated and now you can't copy and paste anything on non-work computers, or open attachments, which is a complete disaster.

It would not be possible to assess patients in our department via digital means. Office 365 and email are essential when working from home but are incredibly difficult to access at present

Use of web-based Office 365 is frustrating. Loss of functionality, unreliable and makes life more difficult at work

queries, they can close the query down and give no solutions. I then have to raise another ticket to ask for explanation. We get a rejection and advised to read an SOP. Sometimes we just need some guidance!

When we submit support

Inconsistent roll out of 0365 across different user groups and teams. Still having to use versions of Word and office from early 2000s! Inconsistent Office version means challenges sharing and editing documentation.

I think the organisation would benefit from using Teams for more collaborative working. At the moment this is not fully supported by IT Services and many members of staff are unfamiliar with the functionality.

Productivity tools have a positive impact on users' workflows, but this is balanced by limitations of functionality, inconsistent infrastructure support, a lack of training and instances of in-optimal use cases



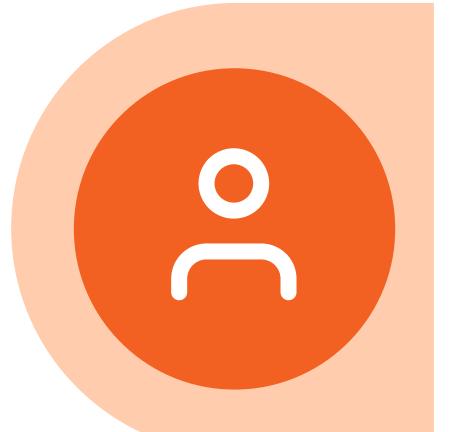
What systems are mentioned in this context?

Predominantly Office/O365 and other Microsoft apps



Are there organisations that are particularly affected?

Settings that use web-based versions seem especially affected



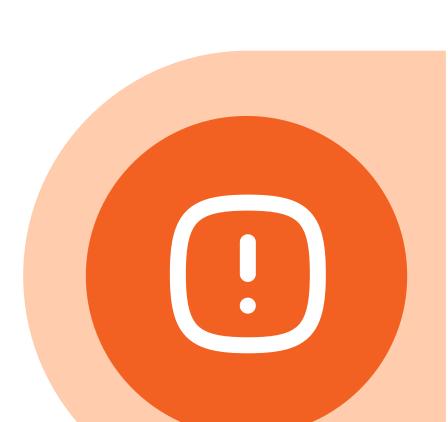
How is leadership responding?

We're unaware of a specific response from leadership



How are staff responding?

Often, staff avoid process failure by solving tasks by trial and error, or by using tools inefficiently



- Users across the workforce lack familiarity with functionality and local configuration
- Provide training and user guidance beyond generic materials; signpost information on features and functions available locally and offer guidance on acceptable use cases
- Available functionality is constrained by governance/information governance requirements
- Minimise constraints by evaluating their impact/benefit against real-life user requirements in the local environment; consider revising where possible / beneficial
- Infrastructure available does not always support local productivity tools
- Review real-life system requirements especially for web-based tools and provision appropriate hardware and networking (Wi-Fi/bandwidth)



