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Scottish Government IT chief Anne Moises wants to bring emotional IQ into the CIO role



The listener

By Graham Jarvis | Published: 14:55 GMT, 26 May 10 | [CIO UK](#)

Her department is doing what it can to address this imbalance by working with a series of interactive workshops entitled, 'Go for IT!', organised by e-Skills UK, which has the goal of improving the attractiveness of IT as a career option. The programme is offered to schools in order to attract pupils. They are hosted on an employer's premises in order to give young people an opportunity to find out what it's like to work there, and in the hope that the experience will inspire them to want to work in the industry.

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"Through the e-Skills initiative we bring pre-GCSE girls of about the age of 14 into the office, and help them to broaden their understanding of what a career in IT would be like," Moises says. It also enables her to show the girls that IT is not all "technical and geeky". "It's about dealing with people and looking at how to help the business", she emphasises.

It's therefore no surprise that she believes her greatest success has been creating a formal career development structure for the benefit of the Scottish Government's ICT staff with mentoring, training and coaching an integral part of this process. She has seen mentoring and coaching "work wonders for other people" and has herself begun to mentor others.

"A typical mentoring engagement occurs over a 10-week period, and focuses on the skills sets and knowledge that a particular individual wants to explore and develop," she explains.

Moises' in-house team consists of roughly 300 people, including information management professionals and traditional IT staff. Forming the outsourced team of eight is the Scottish Government's systems integration partner, [Logica](#), although this element of the team flexes according to the demands of the organisation.

"We have a mixed economy with both in-house staff and access to external resources through framework contracts," Moises says. If the appropriate expertise in-house is not available, her team