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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](#)



The Scottish Government receives a block grant from Westminster of £35.1bn, and the running of its IT department costs around £25m a year. However, it is subject to the same constraints as any group within the UK's public sector and her department is under pressure to become increasingly efficient while delivering a higher level of service and without reducing quality. Her key message is familiar -- "delivering more with less".

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Shared services are part of her plan to achieve value. They will be offered to the partners of the Scottish Government and external agencies and non-departmental public bodies.

The organisational structure of her department is formed by two parts. One element concentrates on operational elements of while the other looks after the strategic, customer engagement and compliance factors. This has to support an infrastructure that caters for 10,000 users across multiple sites including Whitehall, Brussels and the Scottish islands. There is a basic corporate infrastructure, but some 'customers' have their own localised business applications on site and, whenever practical, her team is working on virtualising and centralising administration.

Scotland, for example, has a marine facility for scientific research based in Aberdeen with bespoke applications hosted there. These will be focused on their specific activities. Similarly the Accountant in Bankruptcy department -- responsible for dealing with personal bankruptcies and recording corporate insolvencies, and which operates out of Ayrshire -- has custom applications for managing the processes involved in this particular legal process. The Scottish Government's main financial system is centralised by using Oracle Financials, located in Edinburgh.

Oracle is one of approximately nine key IT suppliers. Logica provides system integration services, SAS delivers its statistical and analytical solutions and for its electronic records and document management system it is uses [Objective](#).

The Scottish Government is still on Windows XP which Moises considers to more stable than Vista, and SharePoint enables collaboration. On the hardware front the Scottish Government has IBM servers, Dell desktop PCs, laptops from Fujitsu, and its telephony partner is Cable and Wireless.

Moises sits on, or is involved with, a number of committees, including e-Skills UK's Employer Board Scotland, which was formed by Enterprise Minister Jim Mather in 2009. Practising yoga in her spare time she also describes gardening as being therapeutic and "a good stress reliever". There doesn't appear to be any geekiness in her at all, and she very much enjoys sailing on the Firth of Forth. She likes to do what she considers to be "the normal stuff", like going to her local cinema to watch the latest film epic.

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