Scottish Government/COSLA Digital Maturity Assessment

Summary of Findings

January 2025

Introduction

Across the globe, healthcare and social care systems are adapting to meet the challenges brought by changing populations, funding priorities and the continuously evolving scope of benefits expected of them.

Among the Digital Maturity Assessment's stakeholders, understanding organisational digital maturity as a catalyst for effective and efficient health and social care in Scotland has resulted in cultural change that supports their organisations' digital future, but also provided practical approaches that facilitate their journey towards digital maturity.

Since our last report in December 2023, organisations have used the Scottish Government/COSLA Digital Maturity Assessment to develop their digital strategies, identify priorities for digitisation, and track the outcomes of past transformation efforts.

At a central government level, insights from the Assessment have contributed to policy development & action planning in Digital Health and Care, informed debate & decision-making at national and local levels and supported responses to Parliamentary Questions.

The recent updates to organisations' submissions reported on in this document will broaden the Digital Maturity Assessment's range of use cases even further; for the first time, stakeholders will be able to gain insights into organisations' speed and direction of travel relative to a baseline on their journey towards digital maturity.

Overall, more than 600 participants from 31 organisations collaborated on the submissions for the 2024 assessment update. Additionally, more than 7,000 general staff from over 20 organisations completed the staff survey.

Summary

The state of digital maturity across the Scottish healthcare and social care landscape has become less homogenous and more disparate since 2023, and a lower share of the population is served by organisations that lead the field.

That said, overall digital maturity within Scottish healthcare and social care has improved at a steady pace since 2023, driven in part by the digital transformation work of a share of organisations assessed, particularly in the field of ePrescribing, digital records and digital channels. Further, 2024 results suggest that other core Capability areas such as Business and Clinical Intelligence, Standards and Orders & Results Management may be among the next priorities for participating healthcare and social care organisations.

Encouragingly, in some Readiness areas - Information Governance in particular - 2024 results suggest a generally high level of digital maturity nationally. Benefits from maturing processes, policies and controls in this area should ultimately result in less unnecessary constraints on operations across health care and social care in Scotland and thereby contribute to a more positive perception of Information Governance than has been popular in recent years.

Factors such as digital skills and confidence among both the workforce and citizens generally, along with the effectiveness of skills development initiatives continues to challenge organisation's ability to fully realise the benefits from their digital transformation efforts. That said, staff working within healthcare and social care continue to support digital ways of working; moreover, 2024 results suggest that the use of digital channels by citizens using services has increased by around 15% since 2023.

The delivery of effective digital channels that citizens can use to find and interact with healthcare and social care services is constrained by ongoing challenges around the digital dimensions of integrating care: While organisations tend to gauge themselves as mature in terms strategy, policy and leadership, progress on digitally integrating Capability processes such as providing unified digital channels across local healthcare and social care services has remained limited.

Top Level Findings

1. Overview

The picture presented by the data from the digital maturity assessment at theme level (E.g., aggregated from 20 sections into 3 categories – Readiness, Capabilities and Infrastructure) suggests less homogeneity than reported in 2023, and a greater divide between the best and worst-performing health and social care systems across the country.
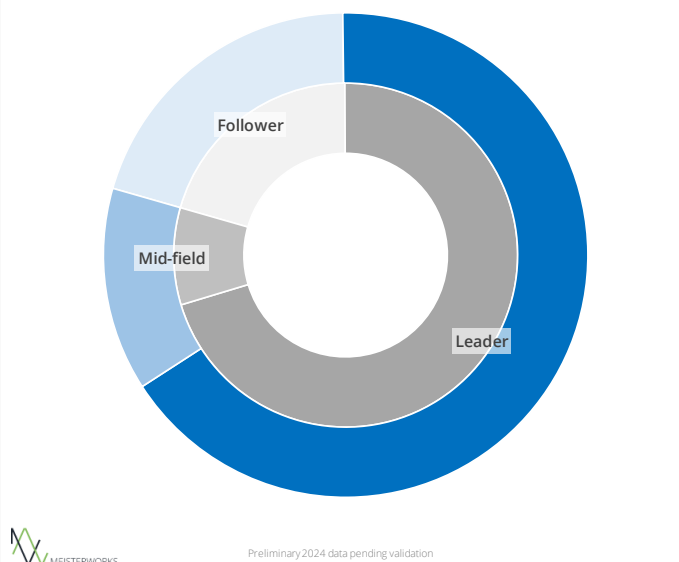
Alongside this development, the share of the population served by a healthcare and social care system we would class as 'Follower' or 'Mid-field' has increased by around 10 percent and now represents just over a third of the overall Scottish population.

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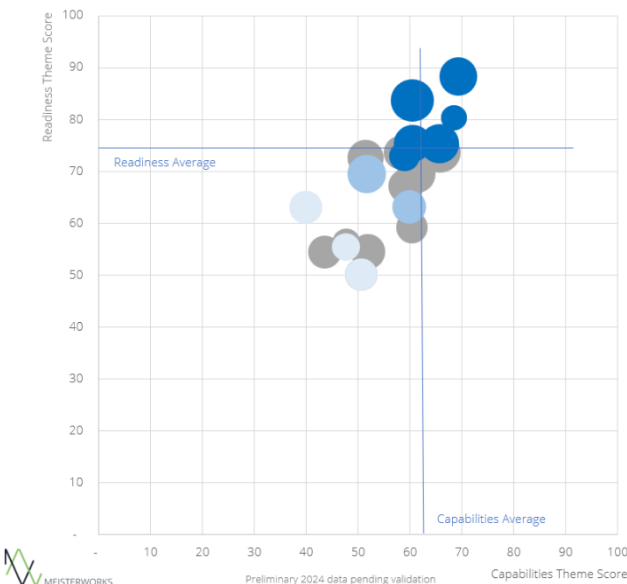
Alt text: A scatter chart showing aggregated results for each care system.


Alt text: A doughnut chart showing the share of population served by leaders, midfielders and followers in digital maturity.

2. Progress Has Been Made

With the 2024 update to the SG/COSLA Digital Maturity Assessment, a steady but positive year-on-year trend is now visible for some sections of the assessment (E.g., Strategic Alignment, Leadership, Remote and Assistive Care and Transfers of Care).

Average progress in other areas (E.g., Leadership, Decision Support or Infrastructure) has been less obvious, and in some cases (E.g., Medicines Optimisation, Digital Channels), aggregate results have recorded a decline. Pending the outcome of our data validation exercise, submissions suggest that this is mostly the result of adjustments to a previous assessment response, or reflective of changes made to the question catalogue in order to maintain the relevance of the assessment.

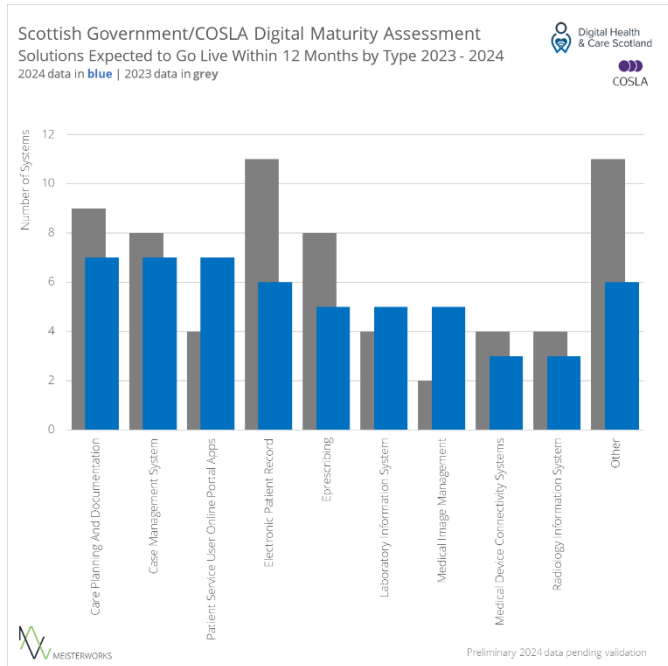Further, trends indicated by year-on-year averages do not yet fully capture
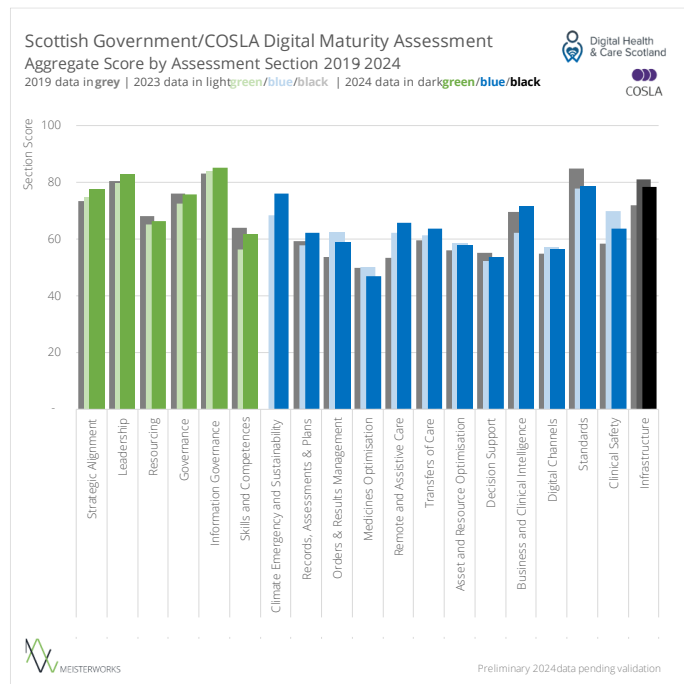
Alt text: A bar chart comparing the scores across all sections for the 2019 and 2023 assessments.
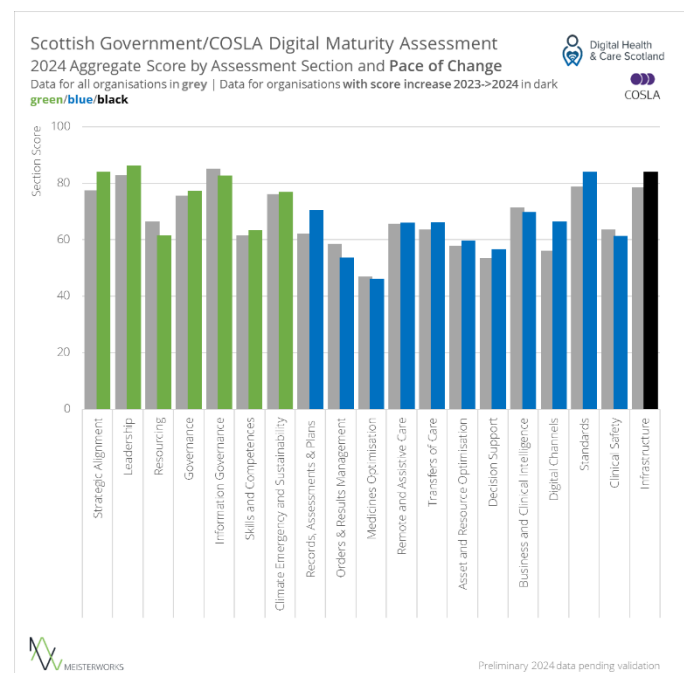
Alt text: A bar chart comparing the scores of organisations reporting progress with the overall average across all sections for the 2024 assessment update.

the actual pace of change because digital maturity varies so widely from organisation to organisation (more on this topic later).

When focusing on the "Movers" among participating organisations (by examining the 2024 data excluding organisations with static or slightly decreasing scores), the effects of recent transformation work in areas such as Records, Assessments & Plans, Digital Channels and Infrastructure becomes more apparent.

Scottish Government/COSLA Digital Maturity Assessment
Solutions Expected to Go Live Within 12 Months by Type 2023 - 2024
2024 data in blue | 2023 data in grey

Alt text: A bar chart comparing implementation plans in 2024 with 2023 by system type.

Data on planned solutions within the health and social care landscape supports this insight as it suggests a focus on transformation work in Records, Assessments & Plans and Digital Channels.
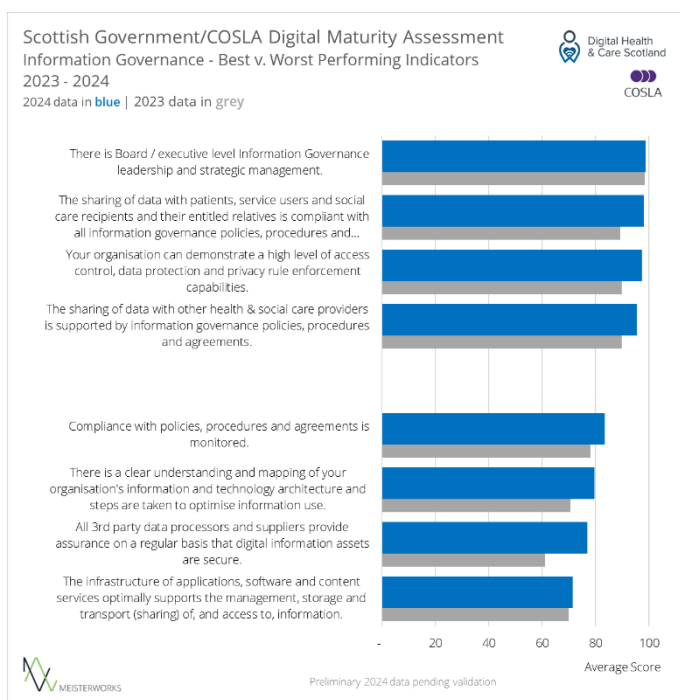
3. Focus on Information Governance Bears Fruit

In recent years, a focus on Information Governance observed across most branches of government and public service has been of particular importance to the areas of health and social care (for obvious reasons).

This trend has served as a driver for ongoing improvements to policy and processes culminating in Information Governance ranking as the most digitally mature topic covered by the Scottish Government/COSLA Digital Maturity Assessment.

Alt text: A bar chart showing selected data about information governance from the 2024 assessment update along with a 2023 comparison.

The 2024 update to the assessment further illustrates the pace of change within this area, which could now be regarded as fairly mature.

Scores for most indicators in this section sit above 80, and exceptions to this are increasingly rare. Amongst indicators not yet scoring as highly are 'regular IG assurance by 3rd party processors', 'application and software infrastructure supports information management' and 'mapping of technology architecture and optimisation for information use'.
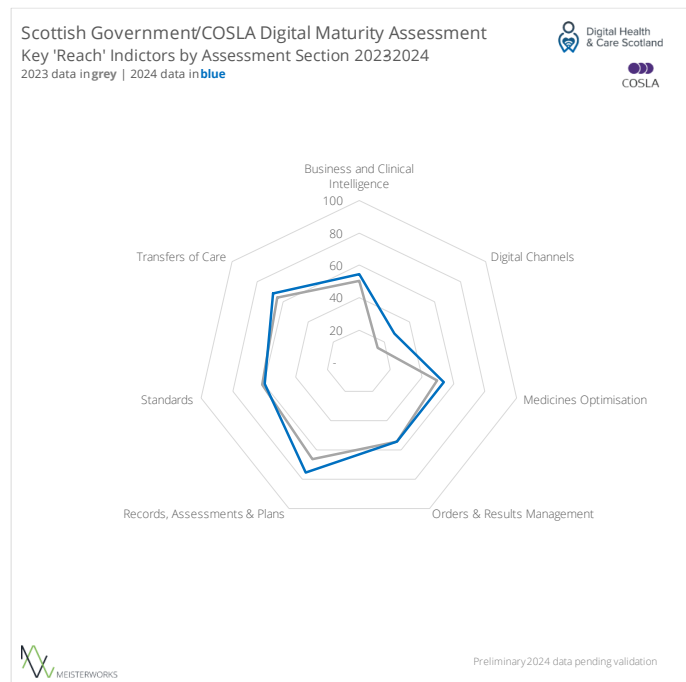
4. Digital Practices Do Not Yet Fully Permeate the Scottish Healthcare and Social Care Landscape

There are noteworthy improvements to key 'reach' digitisation metrics (E.g., digital health records, structured data, medicines administration logs, digital care handovers, adoption of digital channels, use of service user IDs and Wi-Fi availability, amongst others) in Records, Assessments & Plans, Medicines Optimisation and Digital Channels.

In other core areas of Digital Maturity (E.g., Business and Clinical Intelligence, Standards and Orders & Results Management, improvements

Alt text: radar chart comparing 2024 data on 'reach' digital maturity indicators with 2023 data.

were more often based on (much needed) development of functional capabilities rather than reflecting greater coverage of organisations' operations (and therefore had no impact on our key 'reach' metrics).

5.   Some Core Digital Capabilities Could Benefit from Functional Upgrades

In Records, Assessments & Plans, while the healthcare sector has made some progress towards fully structured digital records capable of supporting computational use cases like business / clinical intelligence, population health analyses and AI applications, social care organisations have fallen behind in this regard.

Driven by digital transformation within a subset of participating organisations, significant progress has been made in the Medicines Optimisation section, specifically in the field of ePrescribing of both standard and complex medicines across Acute, Primary Care and Mental Health; unfortunately, Community services remained unaffected by this positive development.
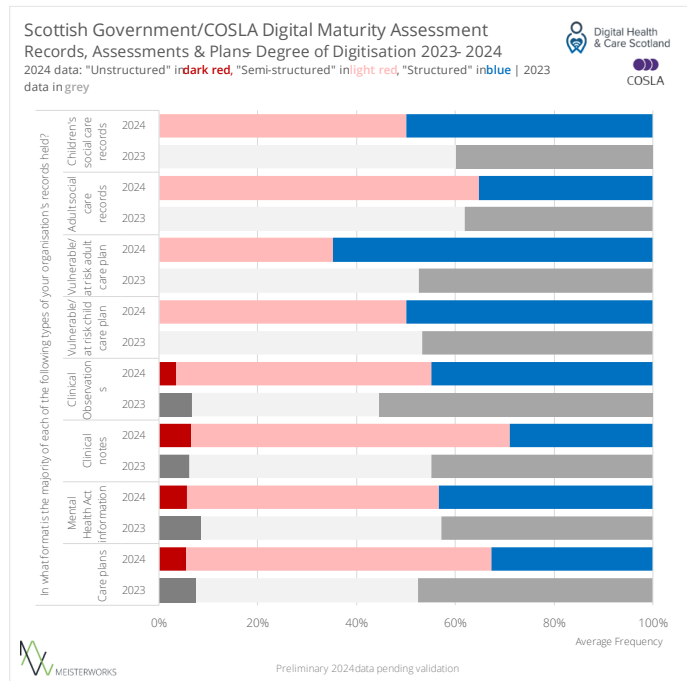
Alt text: radar chart comparing 2024 data about the degree of structuring of digital records with 2023 data.
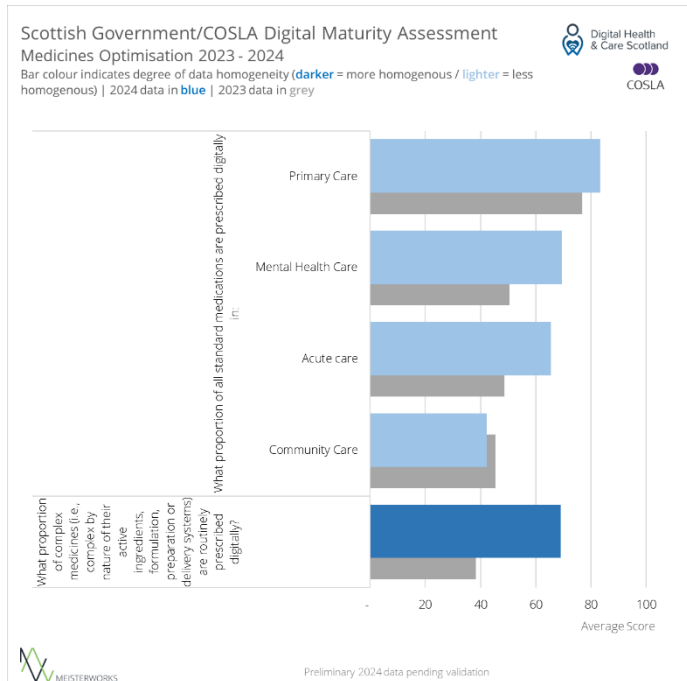

Alt text: a bar chart comparing 2024 data on ePrescribing with 2023 data.

6. Digital Access to Healthcare and Social Care Services is not yet Well Developed

Offering digital access to health and social care services remains an underdeveloped capability, despite of its strategic significance: Only around a third of service users have used a digital channel provided by the health ands social care organisations they interact with in 2024 (up from 15% in 2023).

Moreover, the 2024 update to organisations' submissions did not show any improvement regarding their efforts to reduce digital inequalities within their populations, which is seen as a significant constraint for engaging service users via digital channels.
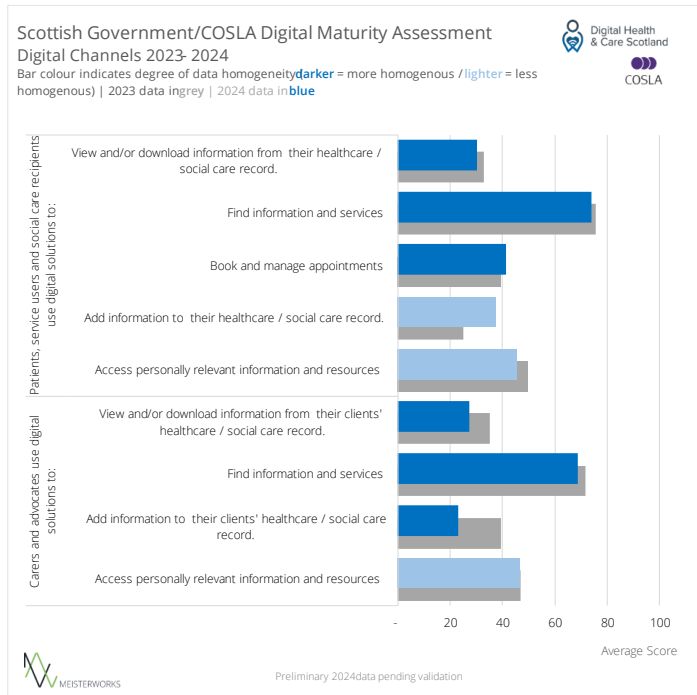
Alt text: A bar chart showing aggregated responses to questions about the types of services available digitally.
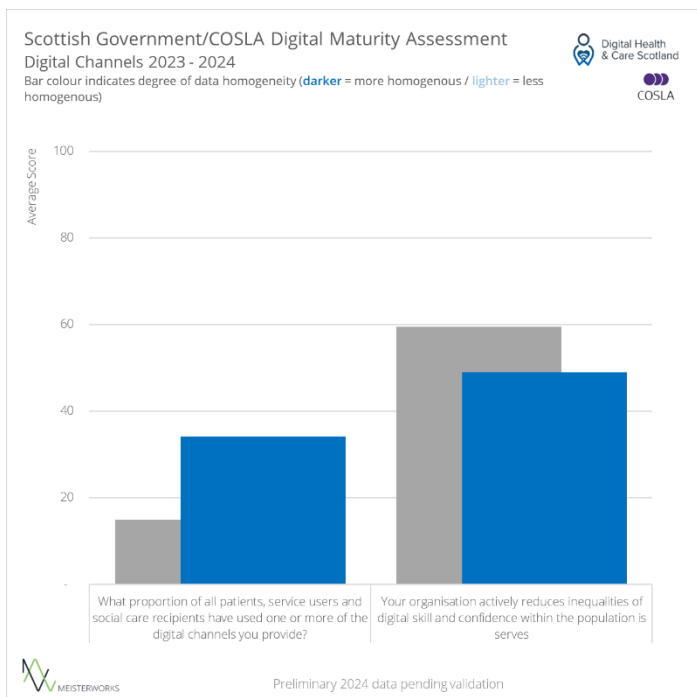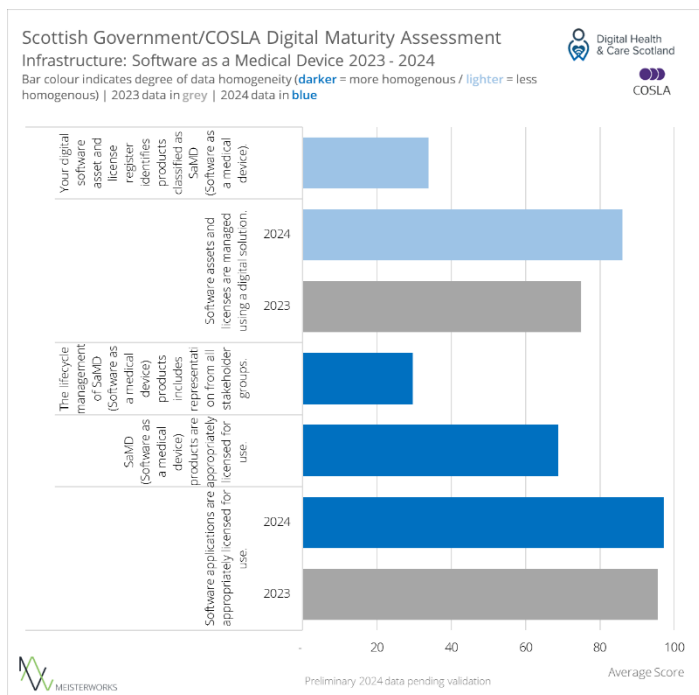

Alt text: A bar chart showing information about digital service users in 2023 and 2024.

7. Software as a Medical Device

Analysis of 2023-2024 data including question additions on SaMD (2024 only) and related questions from all organisations participating in the Scottish Government/COSLA Digital Maturity Assessment demonstrates that, while the infrastructure supporting digital licensing and software asset management can be considered mature, SaMD assets are rarely managed using that infrastructure, and lifecycle management for this class of assets is not yet ubiquitous.

Alt text: A bar chart showing information about SaMD capabilities in 2023 and 2024.

The distribution of responses points at a lack of organisational awareness around SaMD and related management / governance requirements, which aligns with the recent gain in prominence of devices of this kind.
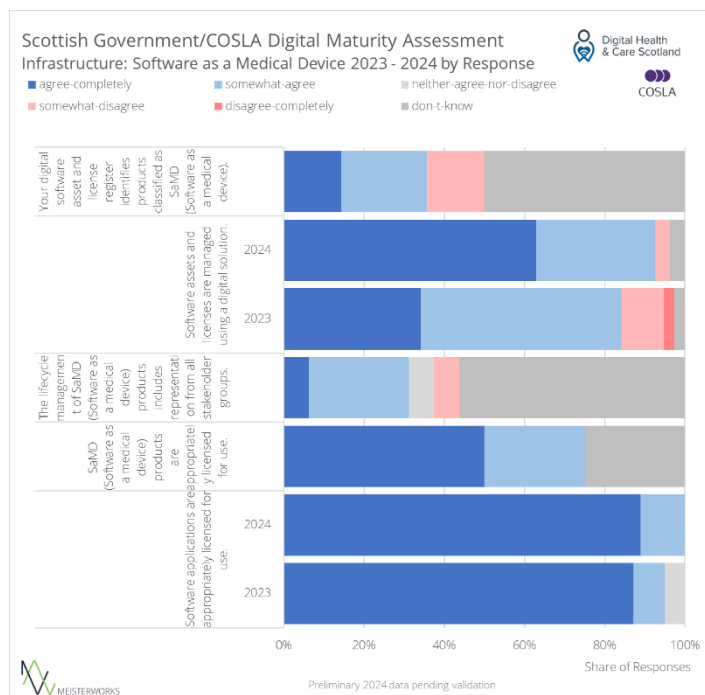

Alt text: A stacked bar chart showing the distribution of assessment responses for questions about SaMD capabilities in 2023 and 2024.

8.   Technology Basics Are Not Yet Consistently a Foregone Conclusion

While the assessment continues to observe substantial variances across participating organisations when it comes to the availability of existing digital solutions to their staff, there also remains a substantial difference between what staff from across all areas[1] of healthcare and social care have reported via our staff survey, and the responses given on behalf of leadership in organisations' assessments.
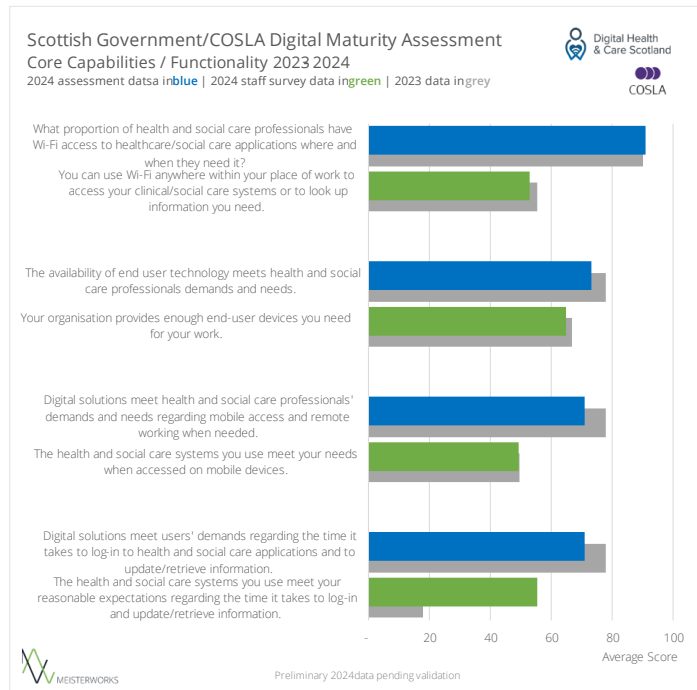
Alt text: A bar chart comparing responses from the staff survey to assessment results (2023 and 2024).

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[1] Includes responses from staff in Nursing or Midwifery, Allied Health Professionals, Medical, Senior Leadership, Department or Specialist Leads, Corporate and Admin Staff, Pharmacists, Dental Professionals, Emergency Call Handlers and Dispatchers, Social Care or Social Work Professionals working in Community Healthcare, Primary Care, Acute Healthcare, Mental Health, Children's Social Care, Adult Social Care and Ambulance Services

With the exception of log-in delays, virtually no progress has been made regarding constraints caused by lacking Wi-Fi, unavailability of end-user devices, and mobile-incompatible software.

The significance of those constraints is substantial: Lacking Wi-Fi, a shortage of devices and difficulty accessing systems with available devices featured among the top 5 reasons for underperforming benefits realisation from diagnostic systems, therapeutic systems, general productivity software and remote care applications.

9. Digital Maturity in the Real World

To provide insights into how health and care professionals and other members of the workforce perceive the status quo when it comes to digital maturity, this report draws on our series of topic-specific briefings [2]published on the Festival of Transformation website throughout 2024/2025.
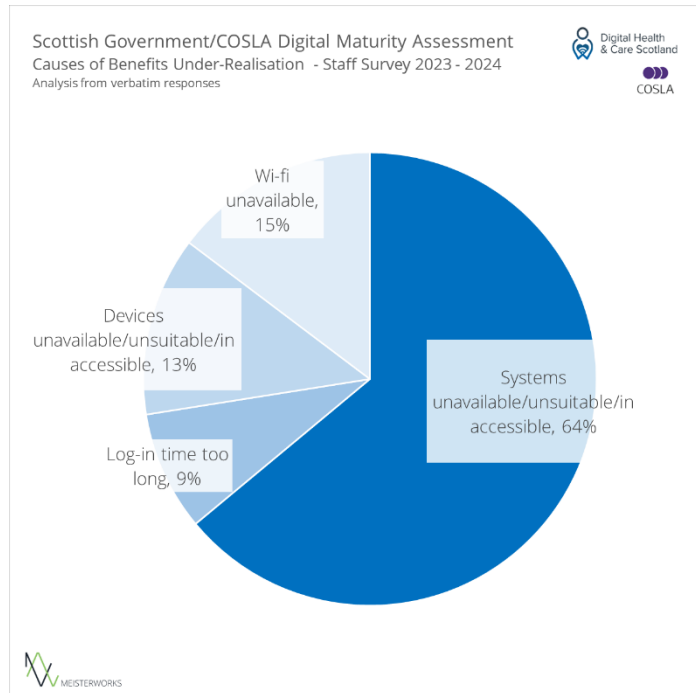
Alt text: A pie chart showing reasons for the underutilisation of digital solutions.
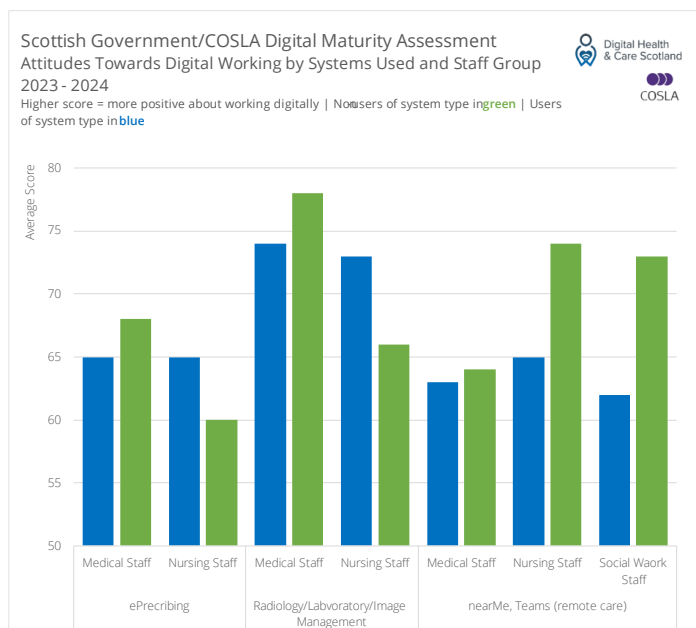


Alt text: A bar chart comparing views of users of digital solutions with those of non-users.

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[2] More information, video and summary reports from our briefings on Diagnostic Systems, Therapeutic Systems, Remote Care, Management Systems, Productivity Software, Decision Support Tools, Software as a Medical Device and Integration of Healthcare and Social Care in Scotland can be found here.

Based on analysis of verbatim responses to the Assessment's staff survey, key insights included an inverse relationship between certain types of systems and attitudes towards digital ways of working among different user groups; for example, medical staff users of ePrescribing or Radiology/Laboratory/Image Management systems were less positive about working digitally than their counterparts who did not use those kinds of systems. Analogously, all staff groups surveyed (Medical Staff, Nursing Staff and Social Work Staff) responded more positively about digital ways of working if they did not use solutions like Near me or Teams regularly.

10. National Solutions Are Not Yet Fully Adopted
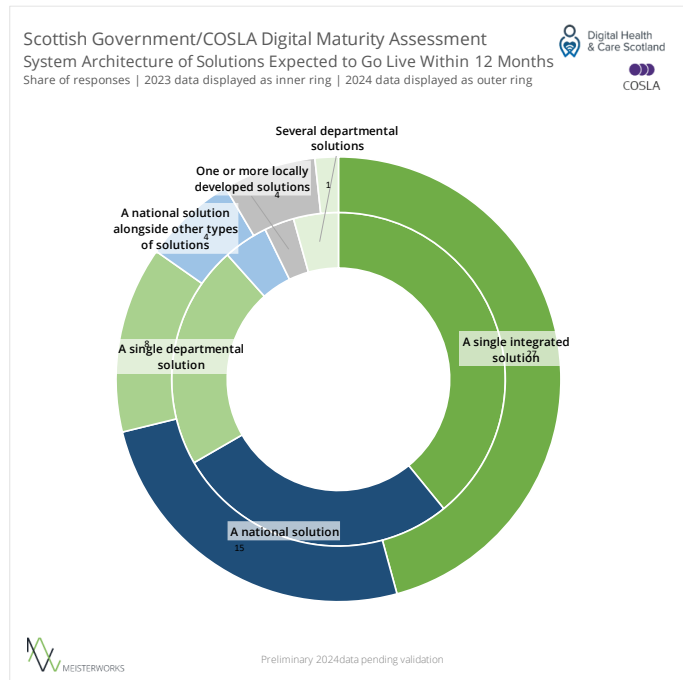
With the exception of a steady migration away from homegrown solutions, the 2024 update to the Digital Maturity Assessment has seen little change to the mix of solution architectures in operation by participating organisations.
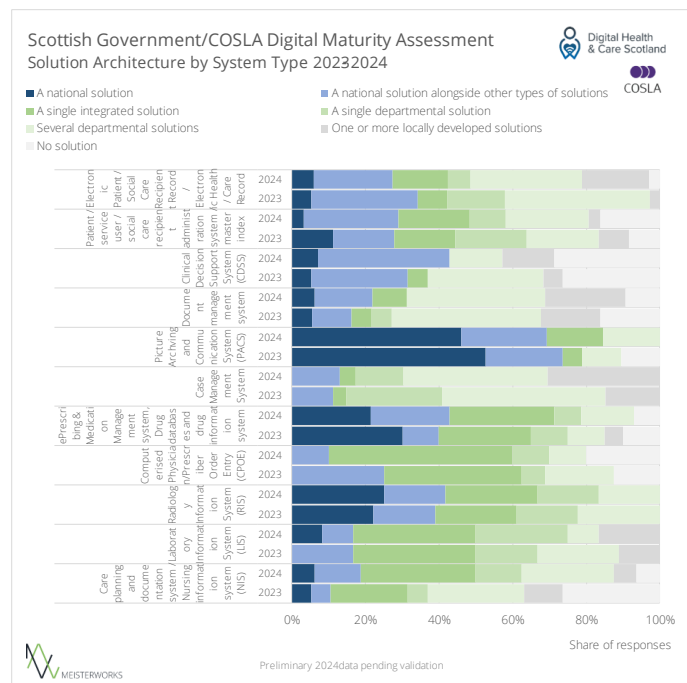
Alt text: This image shows a multicoloured bar chart. The chart shows the types of systems in use for different purposes. Types of systems are national and local.

In terms of imminent go-live plans, the 2024 update shows less focus on records-related and ePrescribing systems in alignment with our findings on digital maturity progress in those areas. Plans likely to impact results in the Orders and Results Management section may well drive score improvements over the next updates to the assessment.

Further, organisations' updated submissions indicated a moderate trend towards integrated, local solutions; which may impact results from upcoming updates to the Digital Maturity Assessment owing to longer deployment timeframes for this type of system.

Scottish Government/COSLA Digital Maturity Assessment
System Architecture of Solutions Expected to Go Live Within 12 Months
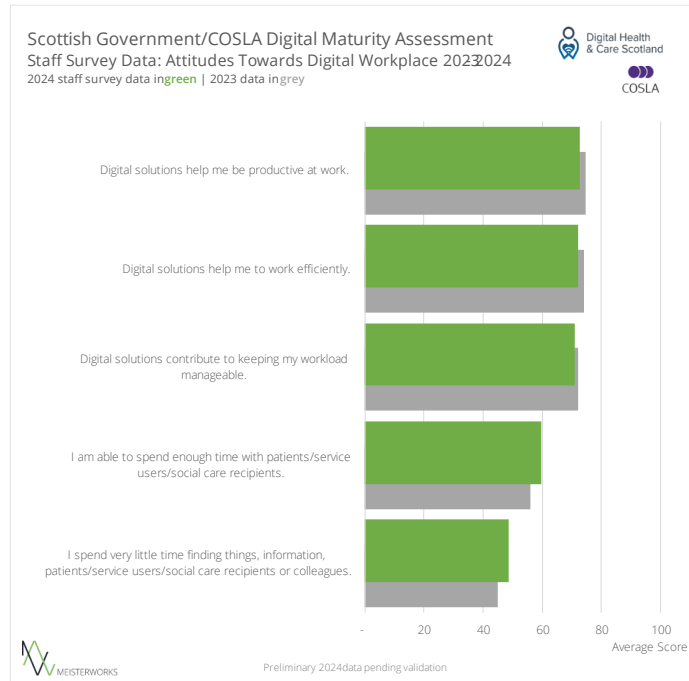Share of responses | 2023 data displayed as inner ring | 2024 data displayed as outer ring

Alt text: A donut chart illustrating the relative popularity of national systems, local integrated solutions and other solution architecture types.

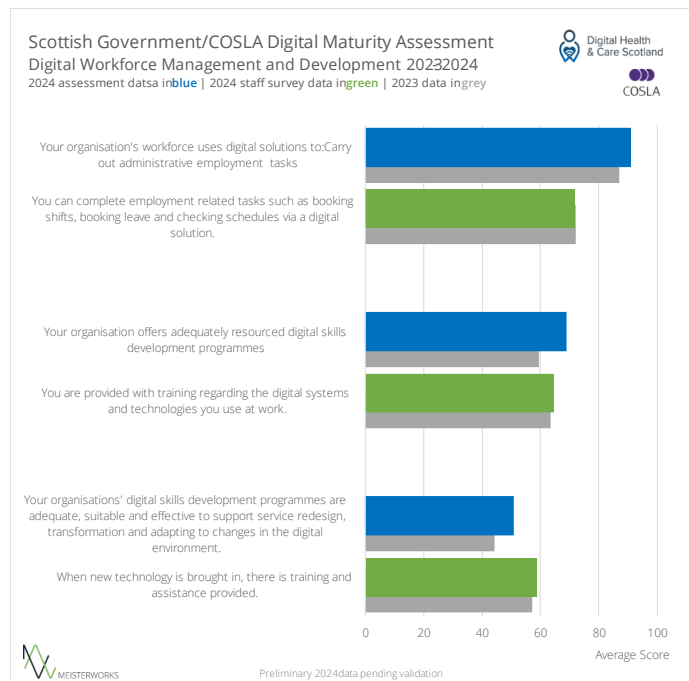## 11. Workforce Accepting Digital Transformation, but Lacking Skills and Tools

Across Scotland, workforce attitude towards digital ways of working remains cautiously positive; on average, most staff survey participants felt that digital solutions contributed to their effectiveness and efficiency, and helped keep their workload manageable.

Although there has been some progress around topics like Information Governance, Systems and Clinical Safety, skills development programmes enabling digital ways of working remain inconsistent both from a leadership and workforce perspective.

Staff survey responses around digital processes supporting workforce administration, where available, indicate general acceptance among the workforce.

Scottish Government/COSLA Digital Maturity Assessment
Staff Survey Data: Attitudes Towards Digital Workplace 2023-2024
2024 staff survey data in green | 2023 data in grey

Preliminary 2024 data pending validation

Alt text: A bar chart representing responses to the staff survey questions on benefit tracking.

Scottish Government/COSLA Digital Maturity Assessment
Digital Workforce Management and Development 2023-2024
2024 assessment datsa in blue | 2024 staff survey data in green | 2023 data in grey

Preliminary 2024 data pending validation

Alt text: A bar chart showing aggregated responses to questions about availability of skills development, and digital channels for the workforce.

12. Integrated Care Systems Remain Digitally Disintegrated

Most organisations scored reasonably high in the Readiness sections; the assessment confirms that Leadership, Strategy and Governance consistently include local health and social care systems in terms of planning, digital transformation, benefits realisation and operations

However, capability scores demonstrating digital integration sit at a lower level than suggested by those results. Basic manifestations of integrated care delivery such as records sharing and handovers of care are not implemented consistently
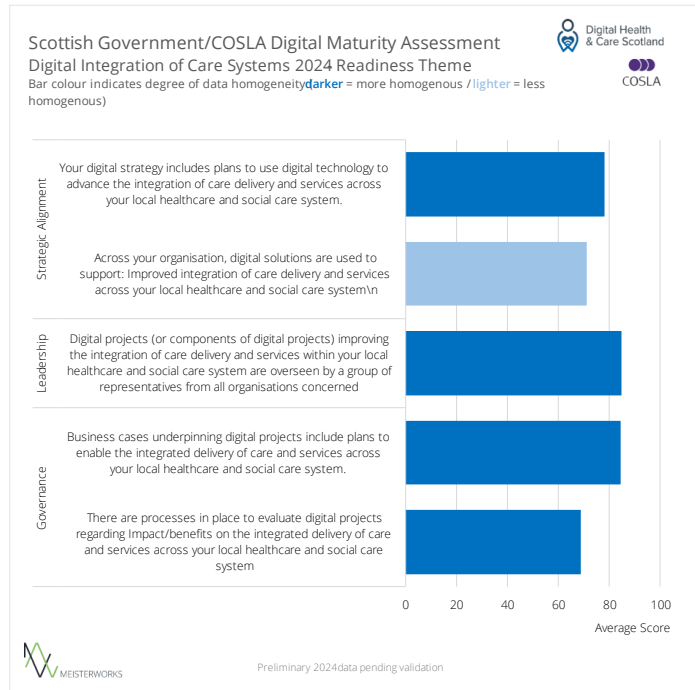
Alt text: A bar chart depicting average scores in 5 questions which assess digital integration of care systems. The bars are coloured in shades of blue to reflect homogeneity of the data.
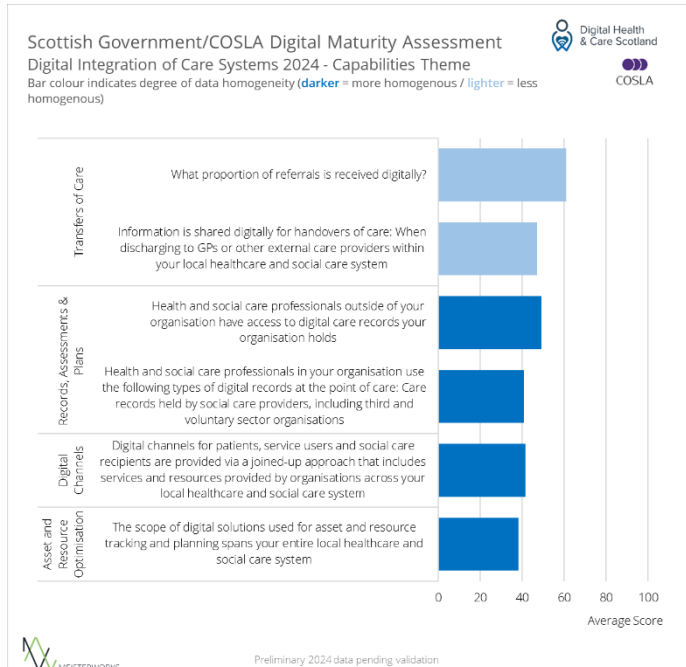
Alt text: A bar chart depicting average scores in 5 questions which assess digital integration of care systems. The bars are coloured in shades of blue to reflect homogeneity of the data.

How strongly capability scores for organisations within individual regions differ paints a similar picture of a disjointed field. Where we expect to see converging levels of digital maturity as local health and care systems integrate, there is instead still a vast difference between the lowest-scoring and highest-scoring organisations within each care system. which may cause constrains on organisations' ability to collaborate efficiently as part of their integration.
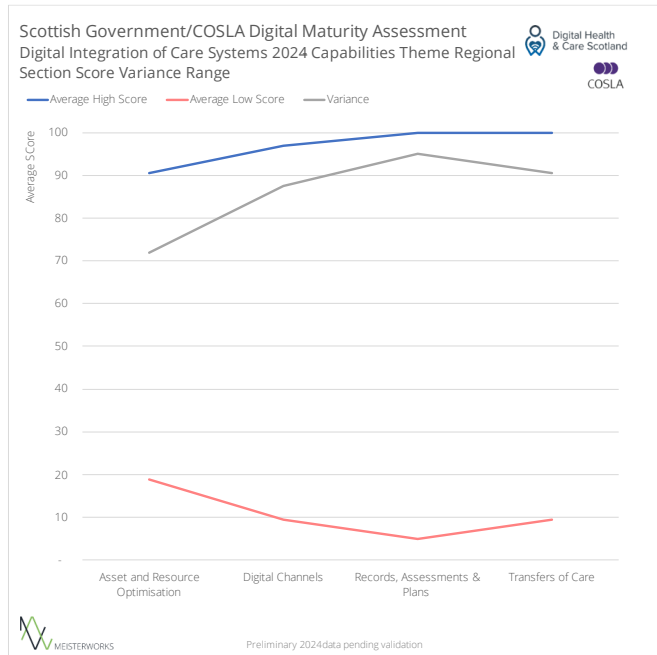

Alt text: Line chart illustrating that there is a significant difference between the best and worst performing organisations within individual care systems.

13. Digital Maturity Varies Significantly Across the Scottish Healthcare and Social Care Landscape

As reported at the beginning of this section of the report, the variances between different organisations within the Scottish health and social care landscape is increasing. Analysis by assessment section illuminates further that this development is not limited to specific areas of digital maturity, but rathe that it affects practically all sections, and that it affects organisations at all score levels from the least to the most digitally mature.

This is of some concern because it might constrain organisations' ability to easily and efficiently share leanings and know-how from their own digital maturity journey with others. Moreover, operating at substantially different levels of digital maturity could constrain and decelerate integration of local healthcare and social care organisations, which in turn may result in inefficient delivery of care.
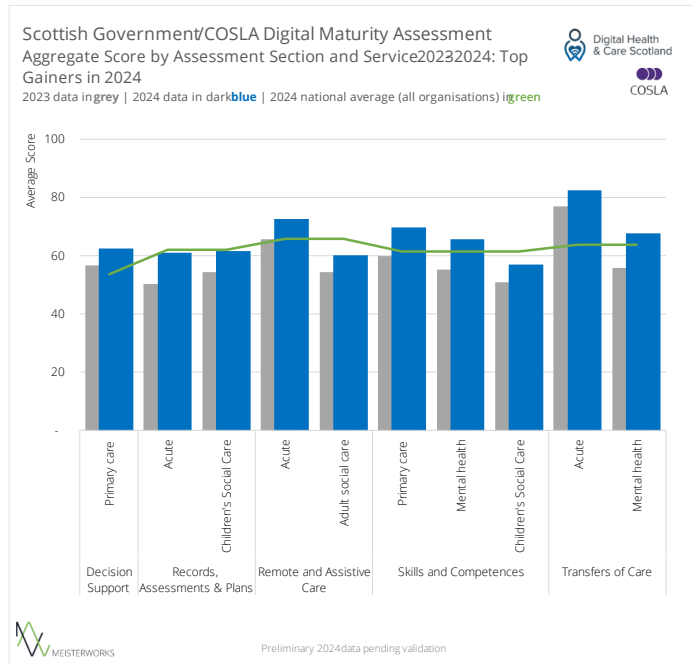
Alt text: A bar chart comparing scores for different services with the overall national average by section.

Alt text: A table illustrating that scores for participating organisations have varied substantially.

Similar variances can also be observed between different service types, although here, the assessment sections 'Orders & Results Management' and 'Transfers of Care' appear particularly affected.

Breaking down data from the 2024 update to the assessment by different service types provides us with a view of their relative pace of change for the first time. Compared with the national average, Acute sits among the top performing services in the areas of 'Remote and Assistive Care' and 'Transfers of Care', while Mental Health outperforms the national average for 'Skills and Competences' along with 'Transfers of Care'.

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Scottish Government/COSLA Digital Maturity Assessment
Variance (StDev) in Group by Assessment Section and Service 2023-2024
2023 data in grey | 2024 data in dark blue

Digital Health & Care Scotland
COSLA
MEISTERWORKS
Preliminary 2024 data pending validation

Alt text: A bar chart comparing average scores for different types of services.

Scottish Government/COSLA Digital Maturity Assessment
2024 Section Score Distribution by Section and Area - Change since 2023
Increase of share in blue | Decrease of share in green

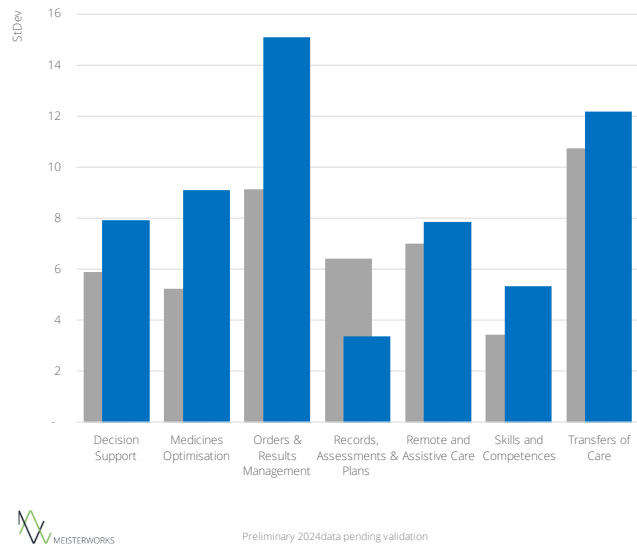| Score category	10	20	30	40	50	60	70	80	90	100
Strategic Alignment			7%		-8%	20%	-11%	2%	-2%	-8%
Leadership			7%			-8%	-2%	8%	3%	-8%
Resourcing					6%	3%	-11%	-3%	6%	
Governance				7%	-15%	13%	25%	-6%	-15%	-8%
Information Governance						-16%	-3%	18%	-4%	6%
Skills and Competences			-1%	12%	5%	4%	-3%	-16%		
Climate Emergency and Sustainability				7%		-1%	11%	17%	-26%	-8%
Records, Assessments & Plans		7%	-8%	5%	-1%	39%	-41%	-1%		
Orders & Results Management				7%	-25%	-3%	15%	10%	7%	-10%
Medicines Optimisation			11%	-5%	-3%	-3%				
Remote and Assistive Care					13%	4%	4%	-26%	6%	
Transfers of Care					12%	12%	-19%	-10%	6%	-1%
Asset and Resource Optimisation				7%	-8%	-9%	11%	-16%	7%	7%
Decision Support			-1%	7%	11%	11%	-33%	5%		
Business and Clinical Intelligence					13%	12%	11%	-21%	-16%	
Digital Channels				6%	-12%	17%	-17%	7%		
Standards					-8%	6%	26%	-19%	-4%	
Clinical Safety	-8%				-8%	8%	8%	-8%	8%	

Digital Health & Care Scotland
COSLA
MEISTERWORKS
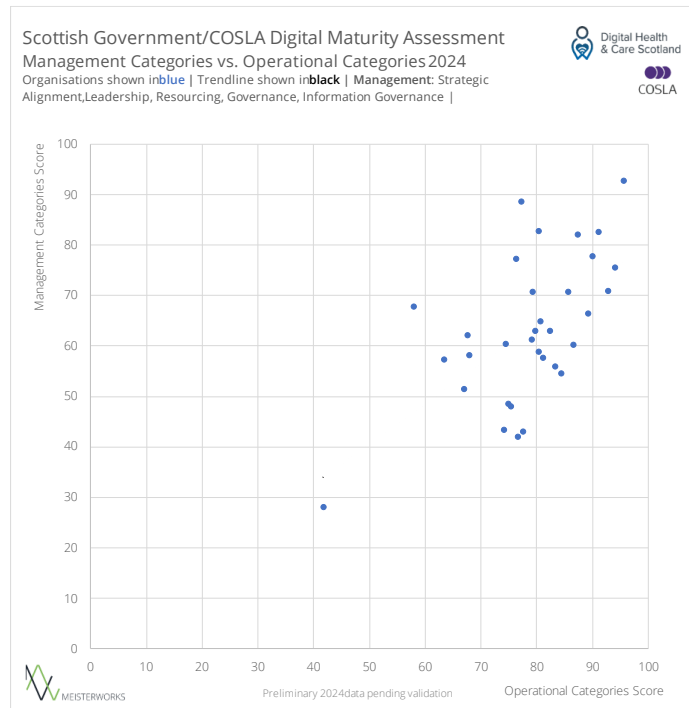Preliminary 2024 data pending validation

Alt text: A table illustrating how score variance amongst participating organisations has changed since 2023.

14. Inclusive Digital Operating Models Are Winning

Data from the 2024 update to the assessment confirms our observations on the effectiveness of digitally enabled leadership included in our 2023 report: Organisations with a high degree of digital maturity within management categories such as Strategic Alignment, Leadership, Resourcing, Governance and Information Governance are most likely to also score relatively highly for operational categories (E.g., capabilities).

This is not likely to be coincidental – organisations with less maturity for digital management indicators such as transformational methodology, inclusive governance of digital projects or benefits tracking tend to report lower digital maturity scores for Capability sections affected by those aspects of digital transformation.

Scottish Government/COSLA Digital Maturity Assessment
Management Categories vs. Operational Categories 2024
Organisations shown in blue | Trendline shown in black | Management: Strategic Alignment, Leadership, Resourcing, Governance, Information Governance |
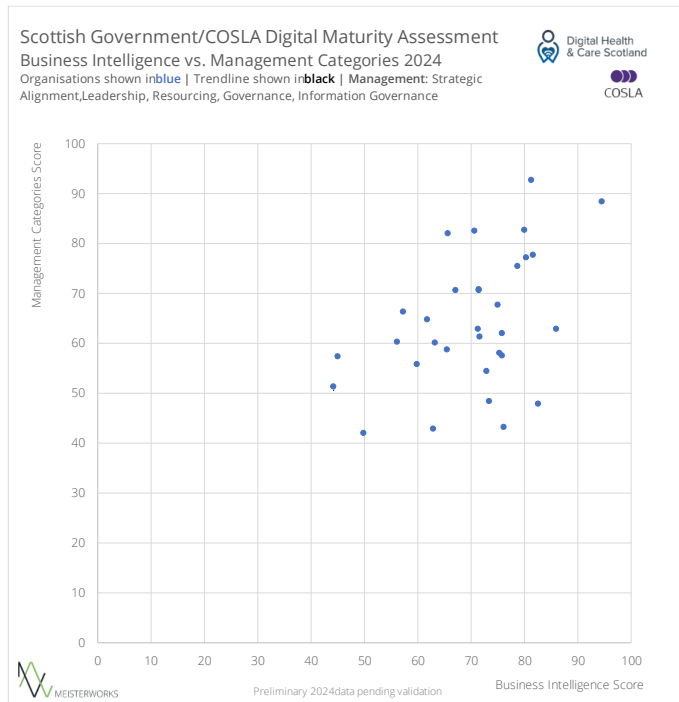
Alt text: This image shows a scatter chart. The chart depicts organisations' scores in management categories on the y-axis and operational categories on the x-axis.

15. Rich Intelligence Capabilities Can Support Digital Management

Data from the 2024 update to the SG/COSLA Digital Maturity Assessment supports our initial view that the availability of high-quality business and clinical intelligence capabilities in turn promotes digitally enabled leadership.

Organisations showing score improvements for indicators including active monitoring of data quality for digital data used for BI and CI purposes, active management of those data assets, having access to appropriate BI/CI capacity and scalable infrastructure generally also report improvements for leadership-related assessment sections (E.g., Strategic Alignment, Leadership, Resourcing, Governance, Information Governance), underlining that evidence-based, data-driven approaches continue to perform..

Scottish Government/COSLA Digital Maturity Assessment
Business Intelligence vs. Management Categories 2024
Organisations shown in blue | Trendline shown in black | Management: Strategic Alignment, Leadership, Resourcing, Governance, Information Governance

Preliminary 2024 data pending validation

Alt text: This image shows a scatter chart. The chart depicts organisations' scores in management categories on the y-axis and business intelligence categories on the x-axis.

16. Most Digital Management Groups are Aware of Needing to Operate Sustainably
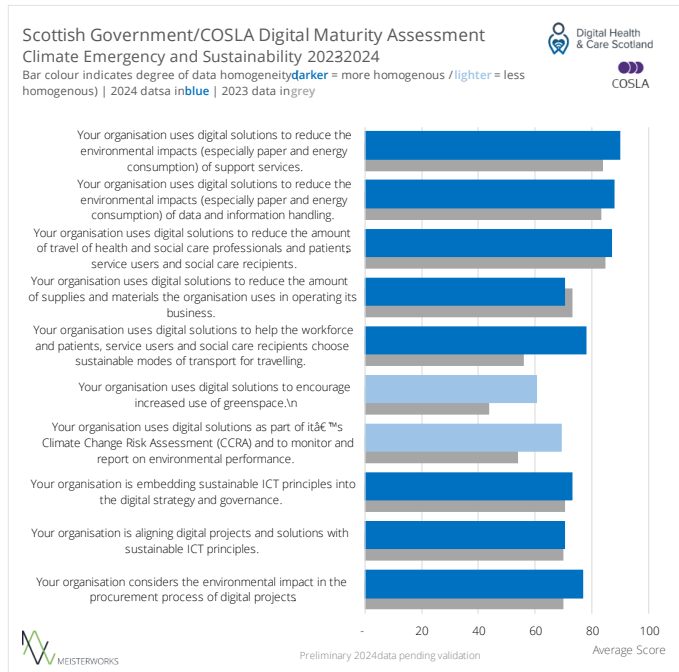
On average, participating organisations have made satisfactory progress in terms of managing their environmental impact using digital tools and especially in support of optimising their consumption of energy and supplies.

Optimising staff and service user travel digitally has also improved, along with capabilities to support their sustainable transport choices.

The least mature indicators for the Climate Emergency and Sustainability topic in 2024 concerned the digital management of green space and digitally managing organisational Climate Change Risk Assessments.

Alt text: A bar chart showing aggregated responses to questions about how organisations manage the environmental impact of digital operations and how they use digital solutions to managing their overall impact.

Managing sustainability and climate impact has become a routine aspect of organisational management over the last decade or so; as organisations become mote digitally mature, leadership should take care to embed digital sustainability into organisations' leadership culture and practices.

Implementing digital sustainability is crucial due to the nature of the issue it addresses. Unlike other areas influencing organisational operations, sustainability and climate emergency require immediate, significant action from every organisation rather than gradual improvements toward efficiency.

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Explanatory Notes

1. Methodology

This report provides a summary of findings from the 2024 update to the Scottish Government/COSLA Digital Maturity Assessment originally conducted amongst 41 organisations from within the Scottish healthcare and social care sector between April and July 2023.

Participating organisations were able to update their original submissions as often as necessary; at least one update to the entire assessment was required to be completed by 31st July 2024.

In addition to the original survey of over 400 questions, additional questions pertaining to specific subjects like the integration of health and social care and software as a medical device were added for the first time.

A bespoke online platform, which offered participants a number of relevant benefits in order to complete the survey efficiently, was used to host the survey. Those benefits included the ability to answer questions and sections in any order, the ability to assign whole sections to different colleagues, the ability to poll any number of colleagues on any number of questions to get their input on determining the best response, the ability to issue a generalized, shorter version of the assessment as a survey to general staff anonymously as a way of aiding respondents in finding their most appropriate assessment response, the ability to conduct remote and in-person conferences to work through any part of the assessment as a group, the ability to see further information for each question, including a definition of 'what good looks like', the ability to include notes with their submission, the ability to deposit supporting evidence with their submission, and the ability to contact support in real time to get assistance with technical matters and questions about the survey content.

Further support was provided via two drop-in sessions per month held via MS Teams throughout the data collection period.

Overall, more than 600 participants from 31 organisations collaborated on the submissions for the 2024 assessment update, indicating that overall, participating organisations have

made use of the assessment platforms' capabilities for managing the completion of the assessment. It also indicates that coordinators have indeed drawn on the insight and expertise of their colleagues in order to solicit accurate, informed responses to the assessment.

Additionally, more than 7,000 general staff[3] from over 20 organisations completed the staff survey, easily exceeding responses received during data collection in 2023. Those statistics illustrate the engagement and interest in digital ways of working among the Scottish healthcare and social care workforce and should serve as encouragement to continue prioritizing digital transformation nationally.

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[3] Includes responses from staff in Nursing or Midwifery, Allied Health Professionals, Medical, Senior Leadership, Department or Specialist Leads, Corporate and Admin Staff, Pharmacists, Dental Professionals, Emergency Call Handlers and Dispatchers, Social Care or Social Work Professionals working in Community Healthcare, Primary Care, Acute Healthcare, Mental Health, Children's Social Care, Adult Social Care and Ambulance Services

2. Assessment Structure

The assessment is divided into three themes, each of which includes a number of sections.

For some sections, responses were sought separately by service type.
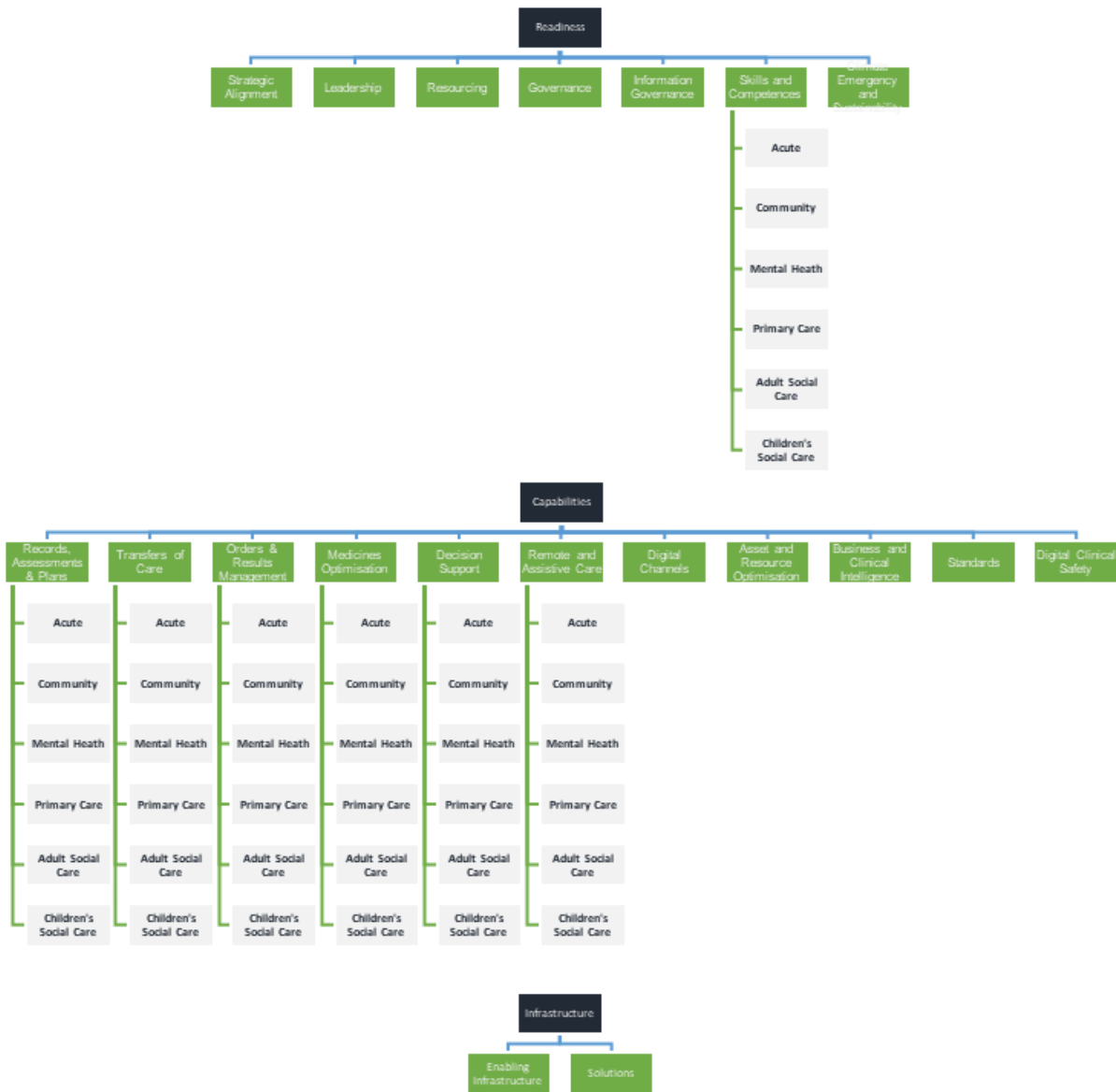
Alt text: A hierarchical chart illustrating the structure of the assessment.

For the 2024 update to the assessment, questions about the following topics were added to the assessment:

- Software as a medical device
- Integration of healthcare and social care

3. Scoring and Weighting

For the most part, the questions in the digital maturity assessment are qualitative in nature and use a Likert-style answer option scale. To enable some of our analysis, we have assigned scores to each answer option:

- Disagree completely (Score: 0)
- Somewhat disagree (Score: 25)
- Neither agree nor disagree (Score: 50)
- Somewhat agree (Score: 75)
- Agree completely (Score: 100)
- Don't know (Score: 0)
- Not applicable (Not scored)

Additionally, some of the capabilities sections include quantitative questions to assess aspects around the degree of proliferation of participants' digital practices. These questions use a percentage scale with the following score assignments:

- 0% (Score: 0)
- 1% to 20% (Score: 20)
- 21% to 40% (Score: 40)
- 41% to 60% (Score: 60)
- 61% to 80% (Score: 80)
- 81% to 100A% (Score: 100)
- Don't know (Score: 0)
- Not applicable (Not scored)

One of the quantitative questions within the Records, Assessments & Plans section, which concerns the format of digital records held, uses the following answers options and associated scores:

- Unstructured (Score: 0)
- Semi-structured (Score: 50)
- Structured (Score: 100)

No weighting by theme, section, service or question has been applied (while it is obvious that not all theme/sections/services/questions carry the same weight, it is the conclusion of our subject matter experts that this will vary greatly for every individual organisation and that a generalised weighting would do more to distort reporting than to enhance it).

Aggregations in this report are performed following the assessment's hierarchy: Questions are aggregated into services (where available), questions or services into sections, and sections are aggregated into themes. Disregarding this hierarchy (E.g., by aggregating questions into themes) may produce varying results.

4. Score Homogeneity

Throughout this report, we're relying on averages calculated for different parts of our data; sometimes, this may include all data collected; at other times we might only use data from a relevant subsection of the data (for example, "mental health services").

We have provided extra analysis whenever necessary to demonstrate the consistency or homogeneity of the data we are using. That's because health and social care in Scotland is often fragmented, and we feel that the degree to which that affects digital maturity can often be very relevant.

No information pertaining to any single participating organisation has been published here, and no comparisons between individual organisations have been included.

5. Updates & Future Assessments

Although participating organisations were able to update their assessment at times of their own choosing, in practice most delivered their updates just prior to the annual deadline.

However, we expect participating organisations to make better use of the facilities the assessment offers going forward.

6. Contacts

If you have any questions about this report or the Scottish Government/COSLA Digital Maturity Assessment, please contact sg@dma.works.