

Fisheries Research Service

ICT Strategy

Challenge

Fisheries Research Service (FRS) is an agency of the Scottish Government Marine Directorate (SGMD). It provides expert scientific and technical advice to the government on marine and freshwater fisheries, aquaculture and the protection of the aquatic environment. Amor Group was appointed to carry out a study to produce recommendations for the FRS's five key IT strategy principles, which include information communications and technology, applications software for the science programmes and support services, information management and IT workforce management.

Solution

The whole process was documented in the Project Report which described the key actions for change in each of the five key IT strategy principles. This was followed up by action planning sessions with FRS sniro management.

Amor Group identified key actions for change for each of the FRS's five key IT strategy principles. It identified that FRS required to be closer to their customers, both internal and external; IS Applications Software required investment priority over ICT and other strategic IT elements. Further key actions identified to the FRS was to encourage strong business engagement with the ICT group, and as a result, accordingly re-shape the ICT Group; and, ensure top management within FRS were committed to the business engagement and new governance to drive these core changes.

A key background factor to the study carried out by Amor Group was the diverse nature of FRS. It operates from many locations including Aberdeen, Pitlochry, Montrose and has a significant amount of remote working staff throughout the UK and Europe. This presented a notable infrastructure and telecommunications service challenge. Amor Group identified actions for change under ICT that included observing more closely environmental considerations in replacement programmes for PC's and printers, continue service desk improvements, bring all IT operations under new management of the ICT Group and renew the modelling hardware platform in the chosen supply mode.

In IT Workforce management, Amor Group evaluated four IT service supply models; in-house, where the IT service is managed and provided by FRS employees for the whole of FRS; Managed Service, where the IT service is managed within/by the individual Science Programmes provided either by an employee or another source; Shared Service, where the IT Service is managed and provided in conjunction with another organisation; and outsourced, where the IT Service is purchased from an external supplier and no FRS employees are involved.

Results

As a result of the study carried out by Amor Group a new ICT organisation structure has been implemented within FRS. The study resulted in FRS introducing an account management and governance regime. There has also been a 21 point increase in user satisfaction following a recent SG survey.

“I was delighted with the professionalism, thoroughness and flexibility shown by Amor Group. They delivered a comprehensive, relevant and incisive final report and I would have no hesitation in recommending Amor Group to other agencies.”

David Keay, Head of ICT Group, Fisheries Research Services

Solution Overview

- Action planning session with FRS sniro management
- Key actions for change in each of the five key IT strategy principles
- Actions for change were identified under ICT
- Amor Group evaluated four IT service supply models

Benefits

- Effective ICT strategy
- Support in achieving business objectives
- Strong alignment with customer ambition
- 21 point increase in user satisfaction
- Provided a solution for remote working
- Robust governance system and implementation plan



 amor group

tel: +44 (0)141 814 3700

fax: +44 (0)141 814 3701

email: info@amorgroup.com

web: www.amorgroup.com