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Date: 14 January 2020

Dear Ms Adamson,

Thank you for your letter concerning the recent section 22 report from Audit Scotland on delay, functionality and cost issues with delivering our new PASS production system for disclosures. I have consulted with my colleagues leading on the PASS ICT project before replying to you.

As the Audit Scotland report sets out, the new PASS system is fully operational and all of Disclosure Scotland's work is now processed using it. We do accept and value the important lessons Audit Scotland highlighted and we are already working to implement these in the future development of PASS.

It is important to state that we will continue to have an agile approach to the development of PASS, including the changes required to implement the Disclosure (Scotland) Bill which brings a number of advantages:

- Early and Predictable delivery: Agile delivery facilitates the delivery of working services as soon as it is viable. This means the benefits to the users can be realised as early as possible and PASS is improved continuously over time.
- Focus on user need: The user is placed at the centre of the design process. By focussing on user need it is the users who define the shape of the product. Detailed user research ensures that we deliver what the users need, not what we think the users need.
- The flexibility of delivery means that the delivery team can concentrate on the changes that will deliver the maximum value for stakeholders and users.

As is alluded to above, the delivery of the Bill will be an iterative process rather than a single moment, recognising, of course, that legislative commencement will need to be carefully managed to support that. We will work with our stakeholders to ensure that the timetable for digital delivery reflects user needs and aspirations.

We do not consider that the contents of the s22 report changes the position set out in the Bill's financial memorandum. However, governance will be improved further by reflection on the conclusions and recommendations made to us by Audit Scotland.

Yours sincerely,

**Kevin Lee**  
**Bill Team Leader**