

# Directorate of Internal Audit and Assurance

## QUARTERLY BULLETIN

ISSUE 19 | APRIL 2024

### Digital Assurance-Our Continuous Improvement Story

Our Digital Assurance Office (DAO) administers the [Technology Assurance Framework \(TAF\)](#), providing assurance for digital projects and services. The TAF's objective is to improve delivery and to ensure that the lessons learned from previous experience are reflected and embedded in future practice.

We have spent a lot of time over the last year making sense of the information generated through our Major Digital Project Reviews and Digital Standard Assessments. We have been logging and coding all the recommendations and observed good practice from reviews. The next step has been to analyse the information we have, to draw out key themes and insights and present this in a digestible way for our key stakeholders. We have been working hard to share and promote these insights with teams in the Scottish Government who provide support to those delivering digital projects and services, and directly with those who are delivering digital projects and services.

**Our Continuous Improvement lead shares her reflections on her team's progress so** "I joined the DAO in October 2022 to set

up its Continuous Improvement team. I believe we have a fantastic opportunity to capitalise on the outputs from our reviews as well as the relationships the wider DAO build with projects and service teams through the assurance process to share evidence and information to help improve practice."

Catch up on our insights from 2022-23's [Major Digital Project Reviews](#), [Digital Standard Assessments](#), and a [deeper dive on procurement and contract management](#).

We have also started to work with projects who have received assurance through the TAF to share their experiences from delivery, which might help others deliver digital projects. Working with colleagues from the National Records of Scotland we worked with a range of teams to produce eight themed case studies, covering:

- [integrated assurance](#)
- [information governance](#)
- [meeting the Digital Standard](#)
- [procurement](#)
- [contract management](#)
- [cyber security](#)
- [resourcing](#)
- [good practice for Go Live](#)

You can subscribe to [the Digital blog](#) to keep up to date with all publications from the DAO as well as information and updates on the work of the Digital Directorate.

If you want to get involved – or have thoughts on what insights would be helpful to share – contact us at [DigitalAssurance@gov.scot](mailto:DigitalAssurance@gov.scot).



## DIAA service overview

We have put together a DIAA service overview, as our Directorate has grown so has our range of services and clients.

The service overview is a short document, designed to quickly explain how we work, what each of our teams can do for you, and how we work together to deliver our mission.

---

***“We give the right assurance and advice to support our partners to continuously improve the delivery of services in Scotland.”***

---

The attached document will be available to those with access to Saltire. We are also working on updating our presence on gov.scot to ensure this information is available and accessible for everyone.

## DIAA bulletin feedback survey

We have put together a short survey to gather feedback on this bulletin. It should only take a couple of minutes of your time.

This is part of wider work to assess and improve how we communicate with our clients and stakeholders.

We would really appreciate you sharing your views to help inform how we plan and share communications going forward.

