

NORTH LANARKSHIRE COUNCIL

REPORT

To: GENERAL PURPOSES COMMITTEE	Subject: SERVICE LEVEL AGREEMENT BETWEEN GENERAL REGISTER OFFICE FOR SCOTLAND AND LOCAL REGISTRATION AUTHORITIES	
From: DIRECTOR OF ADMINISTRATION		
Date: 5 January 2004	Ref: JAF/AC	

1. Introduction

- 1.1 The purpose of this report is to advise the Committee of a proposal by General Register Office of Scotland to enter into a Service Level Agreement with local Registration Authorities for the use of FER (Forward Electronic Register) and DIGROS (Digital Imaging of the Genealogical Records of Scotland's People).

2. Background

- 2.1 The General Purposes Committee, at its meeting on 21 August 2002, was advised of progress being made by the General Register Office for Scotland with regard to the development of the FER project to replace the current SRS (Scottish Registration Service) software from the beginning of 2003 and how to prepare for its introduction.
- 2.2 FER is the electronic transfer of registration data from the 'present day' forward from the various registration offices to General Register Office for Scotland. DIGROS is the digital imaging of all microfilm and microfiche records held by the General Register Office for Scotland and the electronic delivery of all historical entries for viewing rather than only indices of those records.

3. Proposals

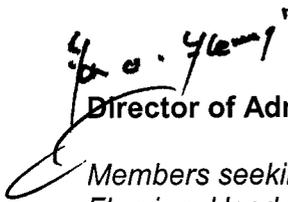
- 3.1 The General Register Office for Scotland has previously provided a help-line and support for the SRS system and is seeking to enter into arrangements for the support of the FER and DIGROS systems provided centrally from the GRO(S) to local registration authorities.
- 3.2 General Register Office for Scotland is of the view that the provision of the software for Registrars should be recognised in the arrangements for support and use and seeks to enter into a Service Level Agreement covering the arrangements for the support of these services and their use by registration employees in local registration offices. A draft Service Level Agreement has been published and, notwithstanding the operational date of 1 January 2004, views have been sought by the end of January 2004. The draft Service Level Agreement defines the services provided by GRO(S), the roles and responsibilities of GRO(S) for service provision and support and the obligations that GRO(S) places on local authorities using the services.
- 3.3 Access to FER and DIGROS is via a GSX communication line. Telewest are the current service supplier. However, another company Energis, has been appointed as the new suppliers for the next three years. As a result, it will be necessary to investigate and evaluate the migration of the GSX service from Cable and Wireless to Energis and to monitor the flow of registration traffic to ensure the bandwidth is appropriate for registration requirements.

4. Consultation

4.1 Consultation is in progress with Registrars and the Head of I.T. Services.

5. Recommendations

5.1 The Committee is asked to note the position in the interim and to authorise the Director of Administration to respond to the proposals and, thereafter, to enter into appropriate Service Level Agreements with service providers.


Director of Administration

Members seeking further information on the contents of this report are asked to contact John Fleming, Head of Central services on extension 2228.