

**REPORT**

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| To: GENERAL PURPOSES COMMITTEE   | Subject: SERVICE LEVEL AGREEMENT BETWEEN GENERAL REGISTER OFFICE AND LOCAL REGISTRATION AUTHORITIES FOR THE USE OF FER, DIGROS AND SRS REGISTRATION INFORMATION SYSTEMS |  |
| From: DIRECTOR OF ADMINISTRATION |   |  |
| Date: 25 July 2006               | Ref: JAF/AC   |  |

**1. Purpose of Report**

- 1.1 The purpose of the report is to advise the Committee of a proposed revision of the Service Level Agreement with General Register Office for the use of FER [Forward Electronic Register] and DIGROS [Digital Imaging of the Genealogical Records of Scotland's People] registration information systems and the intended decommissioning of SRS [Scottish Registration System].

**2. Background**

- 2.1 FER and DIGROS are systems centrally provided from General Register Office (Scotland) (GRO(S)) to local registration authorities. GRO(S) considered that the provision of this new software for local registration offices should have recognised support and control measures.
- 2.2 The General Purposes Committee, at a meeting on 14 January 2004, received a report by the Director of Administration of a proposal by the General Register Office for Scotland to enter into a Service Level Agreement with local registration authorities for the support of FER and DIGROS and their use by employees in local registration offices and to appoint a company - Energis - as the new suppliers of the Government Secure Xtranet [GSX] communications line.
- 2.3 The Committee authorised the Director of Administration to respond to the proposals. The draft of the Service Level Agreement had defined the services provided by GRO(S), the roles and responsibilities of GRO(S) for service provision and support and the obligations that GRO(S) placed on local registration authorities using the service. The Council submitted its response to the draft of the proposed Service Level Agreement in February 2004.

**3. Considerations**

- 3.1 The General Register Office has now published a letter to advise Councils of a revision of the Service Level Agreement for the use of FER and DIGROS registration information systems and to discuss the de-commissioning of the SRS system.
- 3.2 GRO(S) indicates that the Service Level Agreement for the use of FER and DIGROS has been revised to reflect experience of the Agreement and comments received from local registration authorities since its issue, although it is understood that most Councils chose not to comment on the original draft and were deemed to have indicated acceptance without amendment.

- 3.3 In respect of the Council's submission to the draft of the Service Level Agreement, GRO(S) has recognised the comments made and has revised the Service Level Agreement to take account of the Council's views. Amendments have been made defining the purpose of the document, in the description of the services supported, in the availability of the service and on the responsibilities of both the local authorities and the GRO(S).
- 3.4 As to the decommissioning of the SRS system, this software is no longer supported by GRO(S) and it is not cannot be used for registering births, deaths and marriages. With the completion of the examination of the 2004 registers, it is now possible to decommission the hardware that supported SRS as well as the SRS software and data itself. The registration information held by SRS is now visible on DIGROS and there is no need to preserve SRS for extract production.
- 3.5 Consultation with the Head of IT Services and with the registration staff continues with regard to the terms of the Service Level Agreement and the decommissioning of SRS.

#### **4. Recommendations**

- 4.1 The Committee is asked to note the position in the interim and to authorise the Director of Administration to respond to the revised proposals and, thereafter, if appropriate, to enter into the proposed Service Level Agreement with GRO(S) and complete the decommissioning of the SRS system.



**Director of Administration**

*Members seeking further information on the contents of this report should contact John Fleming, Head of Central Services on Extension 2228.*