

Business Change Team

Change Initiatives Annual Report 2002/2003

The Business Change Team, in conjunction with Team Leaders and Production and Corporate Services staff, has been involved in numerous initiatives over the last 12 months. The initiatives detailed below have been completed during the period 1st April 2002 to 31st March 2003.

Initiative	Objective	Outcome
Agency Dictionary Implementation	Quality	Agency Dictionary rolled-out to all of the Agency
Archive Despatch Review and Implementation	Process	Improved Archive Despatch interface and process.
BPR - Capture Tool - Training Needs - E-forms - ELRS	Development Development Development Development	(See BPR home page)
CAJR Templates and Mortgage Rights	Process	Creation of a template resulting in less data input and increased accuracy.
Capture Tool PIR	Process	Implementation of Capture Tool for the county of Midlothian was reviewed
Casework Scheduling and Control Phase 3 (Atlocation)	Process	Review of casework management procedures and process, with one of the outcomes being the use of hand-held swipers to track casework movement
Changes in Practice/ Procedure- Agents Notification	Customer	Network of practitioners established to provide feedback on proposed changes
Complaints SPI	Customer	Defined and documented process for dealing with Complaints
Correspondence Routes Review and Implementation	Customer	Resulted in rationalised DX and LP numbers
Cost of Quality Review 2002 and Implementation	Quality	Resulted in rationalisation of information gathered. Baseline established for follow-up review
CPB/RD Interface	Customer	24-hour turnaround for CPB
CSS Maintenance	Process	The introduction of a separate CSS Maintenance Routines functionality from the existing administrative functions
Customer Satisfaction Project	Customer	CRM taking forward recommendations
Data Amendment Unit Phase 2	Quality	CXs centralised in Data Amendment Unit
Devolved FWH PIR	Process	The implementation of Devolved Flexible Working hours system was reviewed.
e-Cabinet Investigation	Development	The suitability of eCabinet against Agency requirements was investigated
e-Forms online Phase 2	Customer	Enabled customers to complete Agency forms on-line
EIS Phase 1C Implementation	Quality	Enabled users to gain access to the full set of information available on the EIS (Executive Information System), including arrears information from the LRS.
Finance 2 Implementation	Process	The e-Financials upgrade allowed the Finance system to use web-based technology.
Historic Scotland Templates	Customer	An electronic template was developed by the Agency, to be used when dealing with Historic Scotland applications.
Intake Cancellations SPI	Process	Defined and documented process for dealing with Cancellations
Joint Recording/ Registration SPI	Process	Defined and documented process for dealing with Joint Registrations and Recordings

Mail Arrangements Review	Customer	Resulted in Legal Post becoming the Agency? s preferred mail carrier.
Multiple Applications Review	Process	Multiple Applications process was reviewed, and results taken forward via SPI
Orkney and Shetlands Mapping Provision	Development	Modifications were made to the Capture Tool to allow production processing for Orkney & Shetland
Reports Archiving	Process	Archiving of historical and future reports, (with the remainder of the project being progressed through Reports Production System)
Reports Production System	Development	The agency? s Property Report Service is now able to electronically complete and send Reports
Sasines Rubrics	Process	New procedures were agreed regarding the retention time of Rubrics
Sasines SPI Audit	Quality	Ensured currency of existing Sasine SPIs
Seamless Settle Evaluation	Process	The Seamless Settle pilot in MBH3 was evaluated, with recommendations included in the final report
Service Packs ? LRS Version 4 ? SP5&6 LRS Version 4.1 and SP 1,2 & 3	Development	Service Packs released resulting in new and updated functionality within the LRS