The Importance of Software Quality in Delivering Citizen Centric Digital Services

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Social Security Directorate

The importance of software quality in delivering citizen centric services

Prepared by: Tim Matson & Jamie Gagnon Date: 24th September 2024

What is the impact of poor software quality?

Loss of trust

Increased costs

Reputational damage

Social Security Directorate Overview

17 Benefits

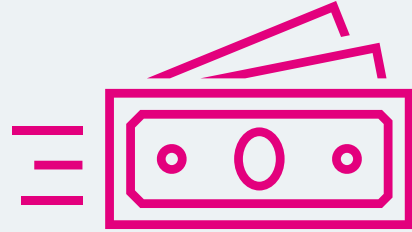**£6 Billion Payments**

2 Million Citizens

£715 Million Costs

Build in quality and address risk from the outset

£6 billion in payments
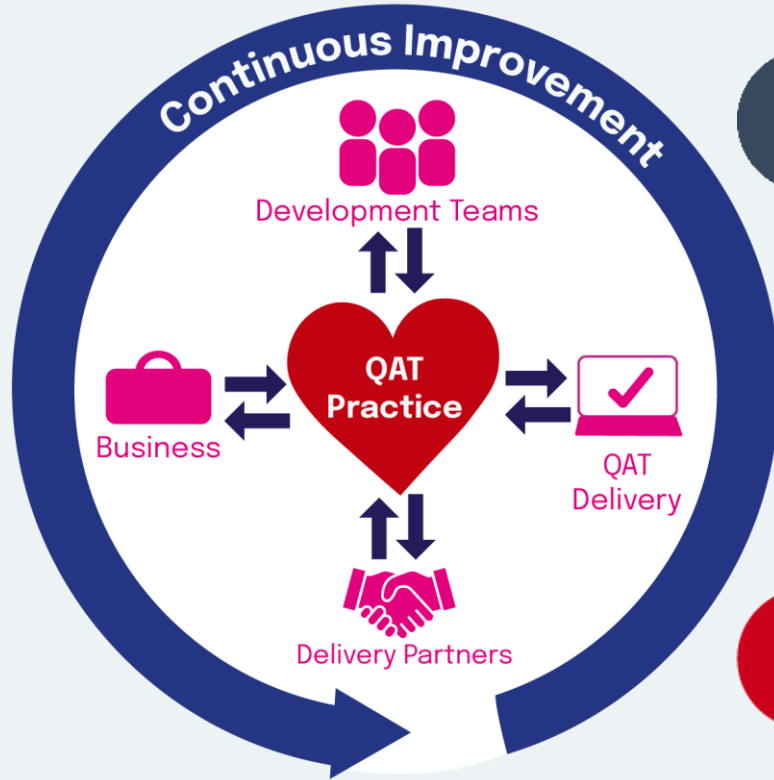

2 Million Citizens

Diverse User Groups

Security | **Resilience** | **Performance** | **Scalability** | **Accessibility** | **Functionality**

GDS Service Standard

Testability + Observability

A QAT Practice at the heart of delivery

Continuous Improvement

Development Teams

QAT Practice

Business

QAT Delivery

Delivery Partners

High Level Of Trust

Lower Costs

Increased Confidence

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Positive Outcomes for the People of Scotland

To date 14 major benefits launched on time, within budget and reduced risk

- ✓ Test strategy with users in mind

- ✓ QAT Practice at the heart of delivery

- ✓ Established inhouse testing capability

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Thank you for listening – Q & A

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