



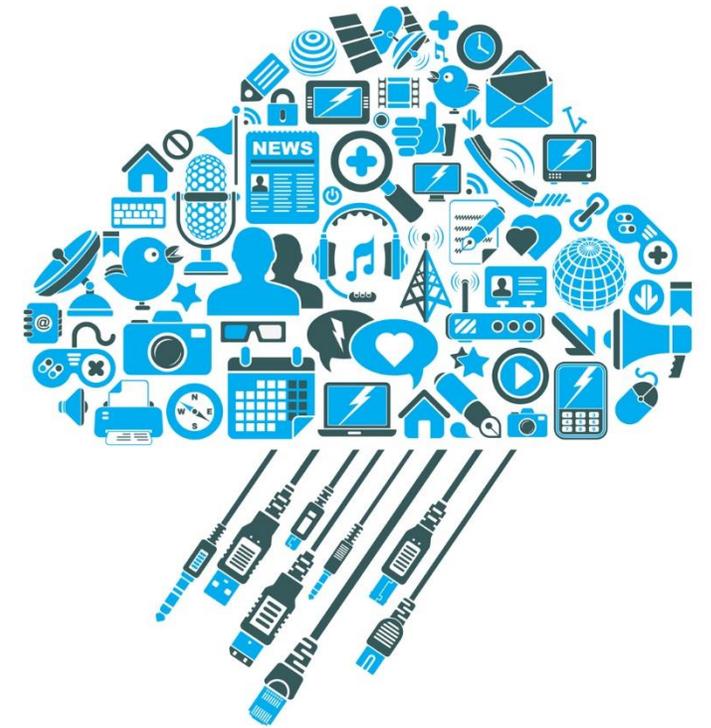
Registers of Scotland: Moving Registration to the Cloud

Cheryl Hunter & Nicole Clark
Senior Product Managers





What is the cloud?



Why did we embark on the cloud journey?

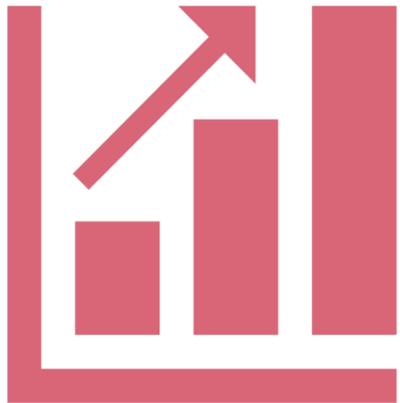
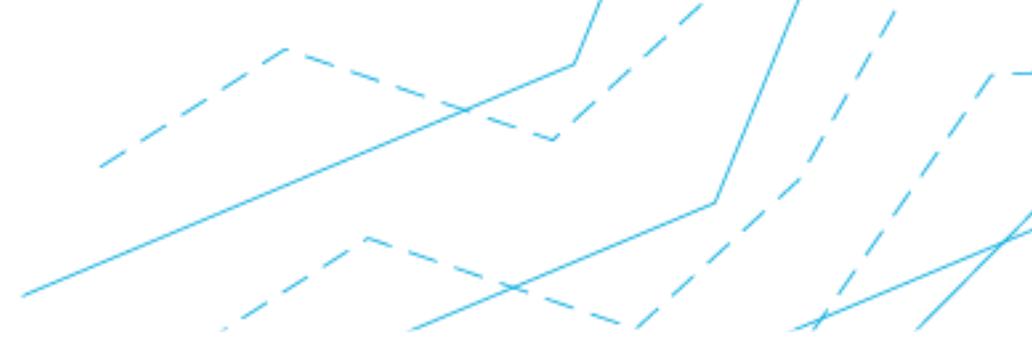


Frees up capacity and allows RoS to focus on adding value to our products and services



It's the way forward for the digital industry

Why move to the cloud?



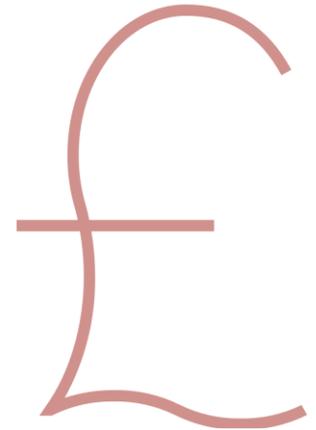
Accelerate the realisation
of business and customer
value



Improve resilience and
security



Consolidate our digital
estate



Reduce the overall
lifetime cost of ownership

Aligning cloud with strategy

// Strategy set out our aspirations of becoming a fully digital registration business

// We developed our cloud strategy with no single outcome in mind

// We developed a **maturity framework** for assuring and governing our cloud journey

// Stage one (Safe for Pilot Development)

// Stage two (Safe for General Development)

// Stage three (Safe for Pilot Product)

// Stage four (Safe for General Production)

// Services passing stage four gate are categorised as an extension of the RoS digital estate.

Multi-disciplinary domains



Customer facing



Other registers



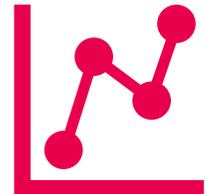
Mapping



Supporting



Land Register



Data



- Senior Product Manager
- Product Manager
- Associate Product Manager

- Agile Team Lead/Coach
- Business Analyst
- User Research
- Service Designer

- Domain Architect
- Tech Lead
- Developers



Principles



Innovation



**Data driven
decisions**



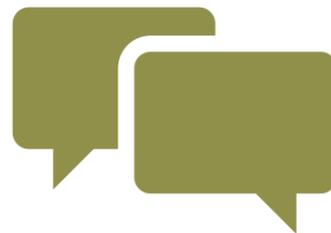
**Improved data
quality**



**Removing
legacy**



Cloud hosted



**Stakeholder
collaboration**



**Improved user
experience**



**Repeatable
framework**

Case study: Register of Judgments

Enables overseas judgments
to be recognised and
enforced in Scotland



Register of Judgments

BETA This is a new service - your [feedback](#) will help us to improve it.

Register of Judgments

Data Entry Create an entry on the register Enter a registration	Presentment Book Daily list of all register entries View presentment book
Flysheets and Preambles Generate material to create extracts Prints for extracts	Amend a Judgment Make changes to an existing register entry Amend a judgment

Register of Judgments

BETA This is a new service - your [feedback](#) will help us to improve it.

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Judgment number: 2021/335

Presentment date: 14/06/2021

Customer information

Customer name	WALKER LOVE
Customer address	IN ASSOC WITH, JAMES REID & SON, DX PA20, PAISLEY – FAS number: 4217
Reference number	1249422

Defendant information

Person	STUART ADAMS, Dunragit, Stranraer
Organisation	C & S ADAMS, Dunragit, Stranraer

Pursuer information

Name	ATS Euromaster Limited
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Additional information

Number of pages in application	Number of extracts requested
1	1

Register of Judgements

Technical enablers

- **ROJ is off the legacy application – Primary driver**
- Old databases have been replaced by a new Postgres database
- ROJ is our first cloud hosted service



Better user experience

- De-cluttered screens, removing unused data entry fields
- Integrated look up to ensure only valid, active on account customers
- Single sign-on for authentication of the users on the new app
- Accessible and intuitive - increased validations, better error handling and summaries to reduce user error



Business enablers

- Digital Submission Service made it possible to do new things
- Creation of digital extracts & archiving
- Automated weekly Management Information report
- Visibility of processes and workflow on JIRA
- Easy access to data & customer insights
- Making the solution secure and repeatable
- Learning and adapting for hosting future registers



Building better relationships

- Working closely with stakeholders across the business
- Interest from other organisations around our cloud strategy



Case study: Register of Inhibitions

Notifies about individuals who can't competently enter into property transactions.



Register of Inhibitions

BETA This is a new service - your [feedback](#) will help us to improve it.

Register of Inhibitions

Data Entry
Create an entry on the register
[Enter a registration](#)

Presentment Book
Daily list of all register entries
[View presentment book](#)

Amend an Inhibition
Make changes to an existing register entry
[Amend an inhibition](#)

[Accessibility](#) [Cookies](#) [Contact us](#) [Privacy](#)

Register of Inhibitions

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#)

Submission reference: ZDG7-YF9J-5DY2-ZDF4

Review and register

Debtor information

Person	SOFIA ROBERTSON, 1 Main Street, Edinburgh, EH8 8HU	Remove Change
--------	--	---

[Add another debtor](#)

Deed information

Deed type	Extract Decree of Absolvitor - 23	Change
Date of absolvitor	18/01/2021	Change
Pursuer information	Jack Jones, formally known as Jason Jack Jones, residing at 1 Old Town Square, Dundee with a place of business at 10 Main Street, Aberdeen	Change
Presentment date	14/06/2021	
Presenter name	Cheryl Hunter	
Preview minute	Extract Decree of Absolvitor, dated 18 Jan 2021;- assolizing SOFIA ROBERTSON, 1 Main Street, Edinburgh, EH8 8HU from the conclusions in Summons against them at the instance of Jack Jones, formally known as Jason Jack Jones, residing at 1 Old Town Square, Dundee with a place of business at 10 Main Street, Aberdeen. Per Cheryl Hunter, Registers of Scotland.	

Customer information

Name	PETERKINS
Email address	Cheryl.Hunter@ros.gov.uk
FAS number	6097
Customer reference	UI proving - Please do not register

[Register](#)

[Cancel](#)

CAJR - Book of Council and Session - Data Entry

Data Entry Presentment Book Display Presentment Book Criteria

Deed Number:

Deed Code:

Parties:

Land Reg:

FAS Number:

FAS Town:

Agents Fied: No pages:

Date presented: No extracts:

Fee submitted: Preservation & execution:

Buttons: [Close](#) [Print](#) [Back](#) [Forward](#) [Print](#) [OK](#)

Deed has been registered
Minute number 20/29326
[OK](#)

Register of Inhibitions



- Our second cloud hosted register (due early Q2 financial year 21)
- Underpins land registration
- Complex deed types dynamically driving the template to build the entries in the register.
- The register holds 813,000 registered Inhibitions

// Primary driver for investment: *to reduce technical risk of the legacy technology by building a cloud based replacement ROI register.*

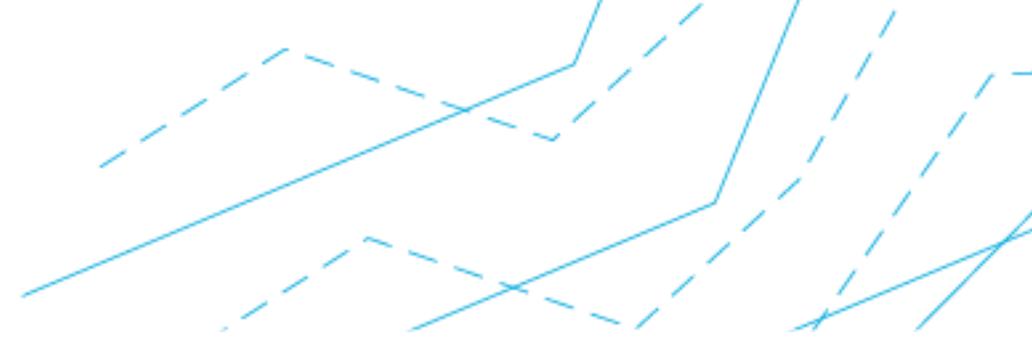
// *Secondary responsibilities*

- // *Be a pilot team and share learnings with other teams*
- // *Define development patterns and best practise*
- // *Progress the AWS platform through maturity model gates.*

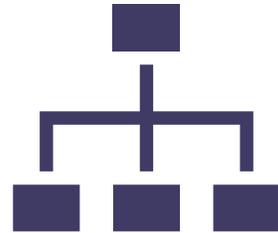
Approach

- Reusing what we have already learned from Register of Judgments
- Streamline the AWS account model
- Removing legacy waste
- Focussing on the things we know are more complex
- Working with the internal registration team to provide a superior user experience
- Prioritising the features we know we need today
- Investing in continuous improvement for the things we'll need in the future

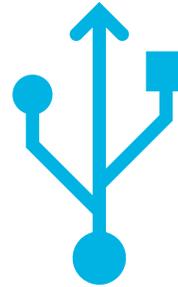
Benefits for RoS



Makes better use of RoS data



Collects information in a more structured way



Leads to greater automation and flexibility



Frees up the experts to work on the most complex cases

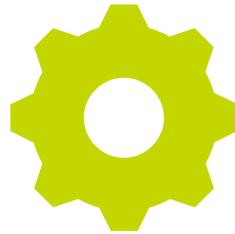


Collaboration across the business

Benefits for the customer



Simplifies the customer application journey



Re-use rather than re-enter data



Greater visibility of registrations



No need for physical documents



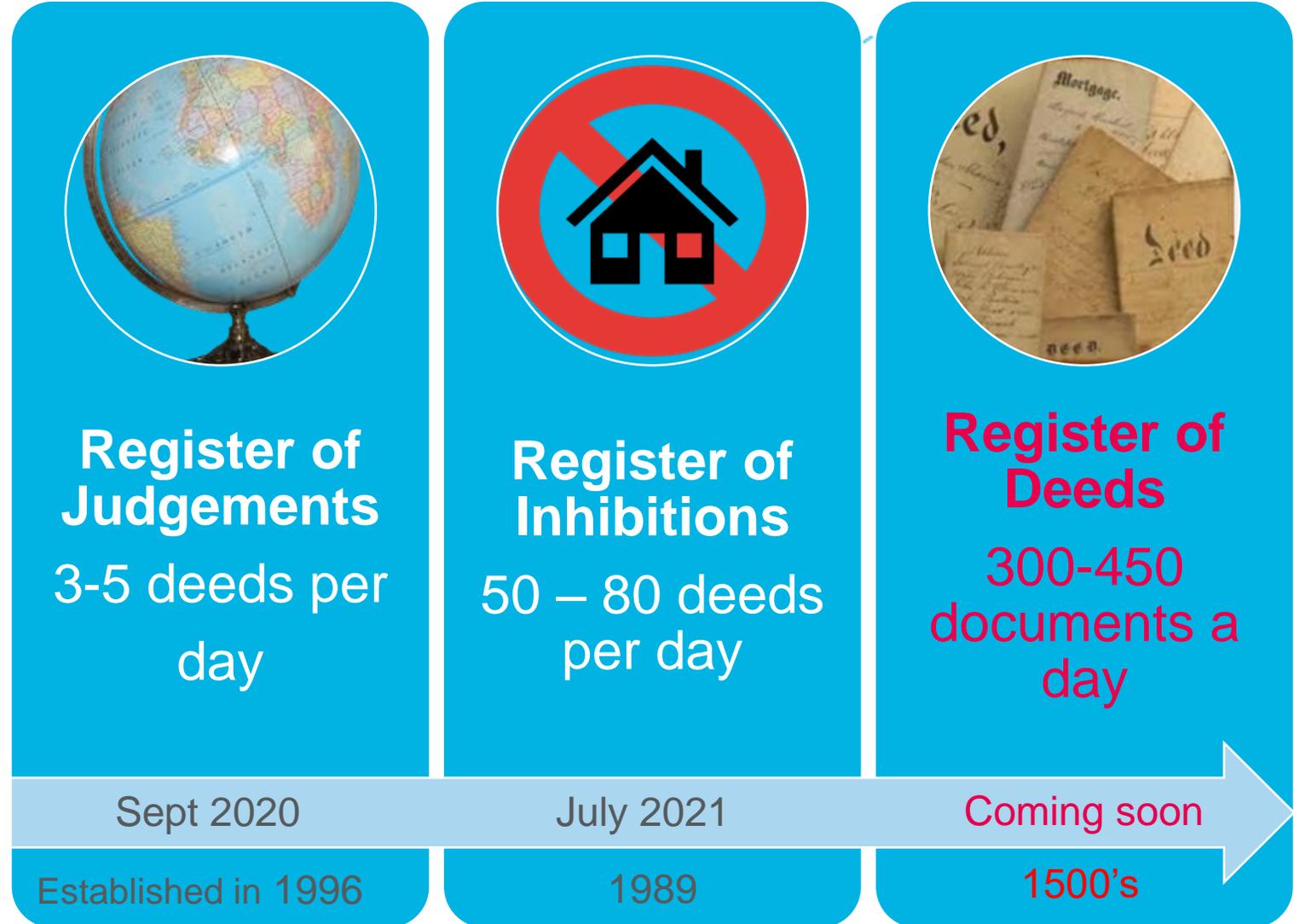
Quicker processing time



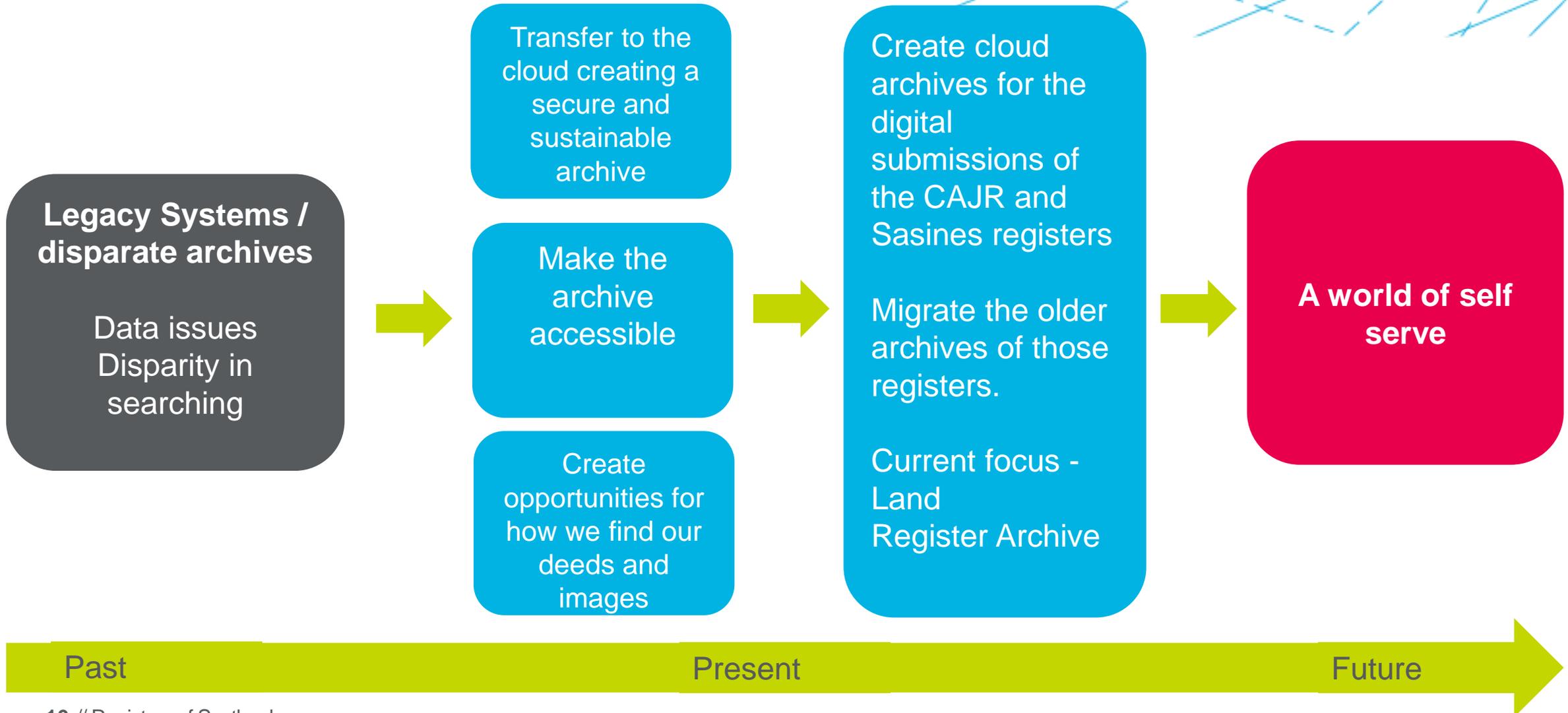
Easier and familiar

Next on the roadmap

Register of Deeds



Enabling new opportunities: Archiving



Realising business value: Lessons so far

1. Bring your stakeholders with you
2. Follow a structured, step-by-step process
3. Don't work in isolation
4. Get people with the right skills and learn
5. Take your time

Build the best digital services for colleagues and customers



Thank you for listening!

Questions?



Contact us

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// Nicole.Clark@ros.gov.uk

// [@RegistersOfScot](https://twitter.com/RegistersOfScot)

// www.ros.gov.uk/support/contact-us

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