

# Registers of Scotland: Moving Registration to the Cloud

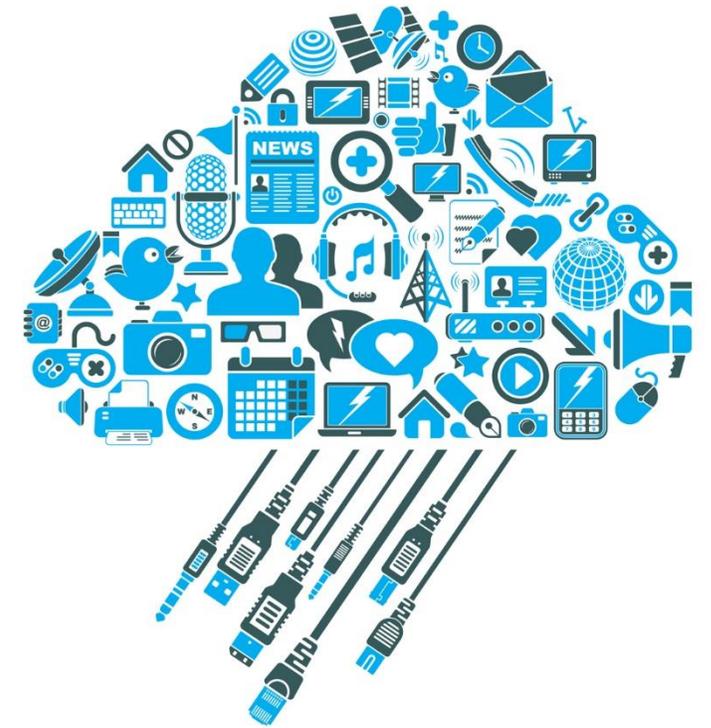
Cheryl Hunter & Nicole Clark  
Senior Product Managers





# What is the cloud?

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# Why did we embark on the cloud journey?



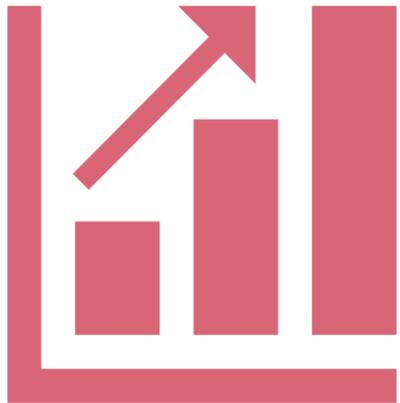
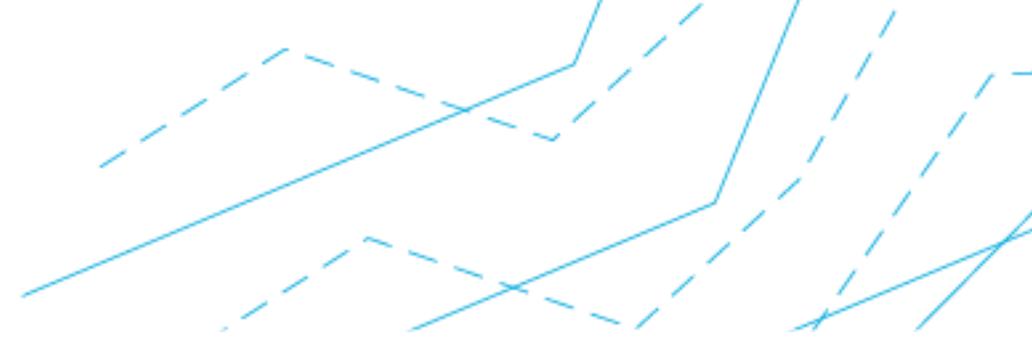
Frees up capacity and allows RoS to focus on adding value to our products and services



It's the way forward for the digital industry

# Why move to the cloud?

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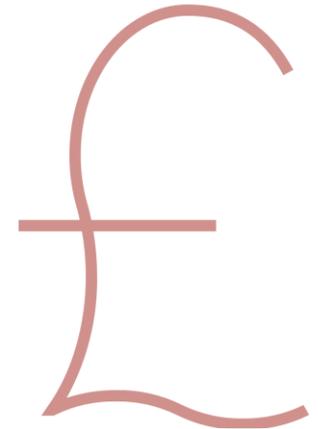
Accelerate the realisation  
of business and customer  
value



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



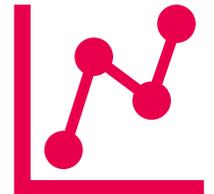
Mapping



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

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

 Register of Judgments

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

< [Back](#)

### 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 - <a href="#">FAS</a> 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	<a href="#">Remove</a> <a href="#">Change</a>
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[Add another debtor](#)

**Deed information**

Deed type	Extract Decree of Absolvitor - 23	<a href="#">Change</a>
Date of absolvitor	18/01/2021	<a href="#">Change</a>
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	<a href="#">Change</a>
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](#)

Modal dialog: 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*

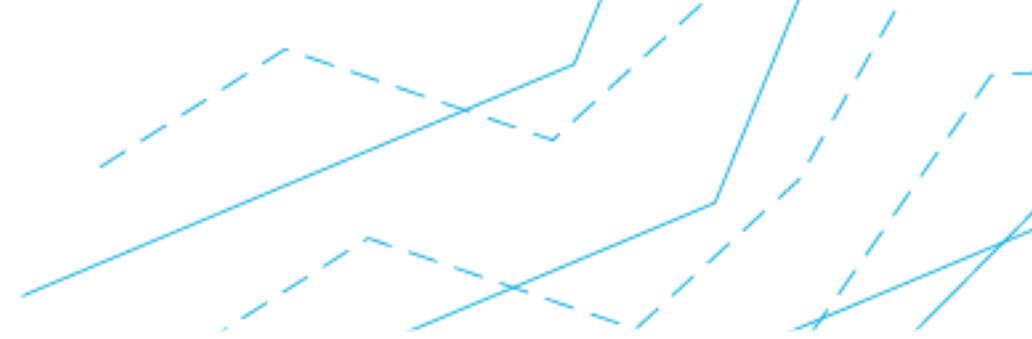
- // *Be a pilot team and share learnings with other teams*
- // *Define development patterns and best practise*
- // *Progress the AWS platform through maturity model gates.*

## Approach

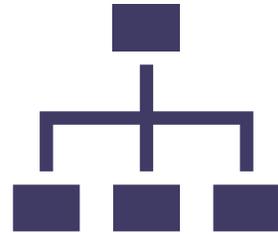
- Reusing what we have already learned from Register of Judgments
- Streamline the AWS account model
- Removing legacy waste
- Focussing on the things we know are more complex
- Working with the internal registration team to provide a superior user experience
- Prioritising the features we know we need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

# Benefits for RoS

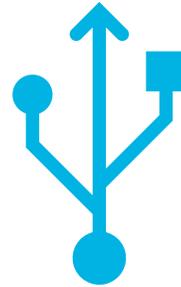
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**Makes better use of RoS data**



**Collects information in a more structured way**



**Leads to greater automation and flexibility**



**Frees up the experts to work on the most complex cases**



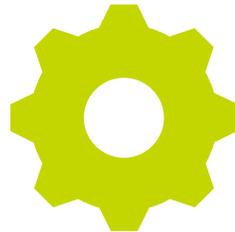
**Collaboration across the business**

# Benefits for the customer

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**Simplifies the customer application journey**



**Re-use rather than re-enter data**



**Greater visibility of registrations**



**No need for physical documents**



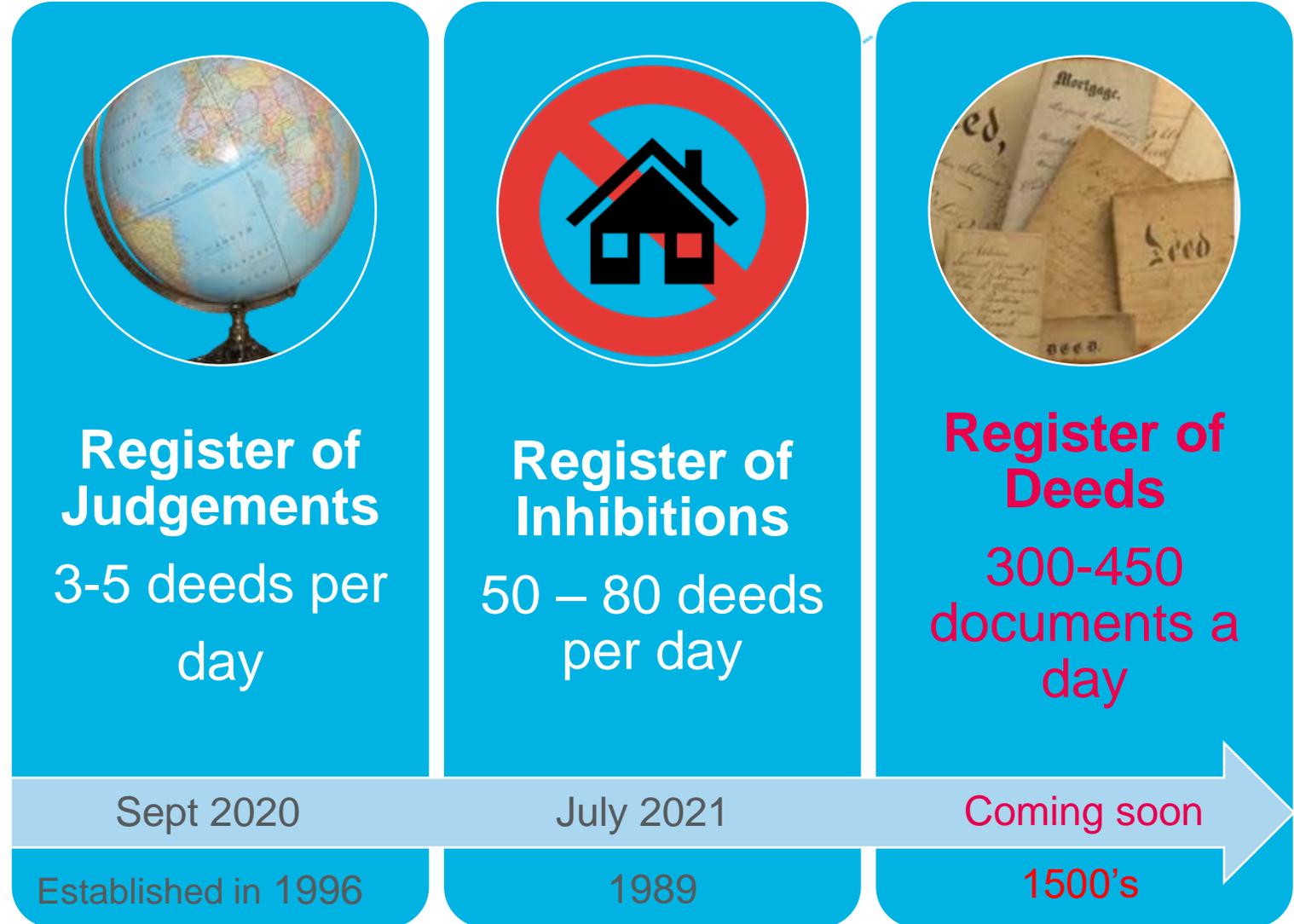
**Quicker processing time**



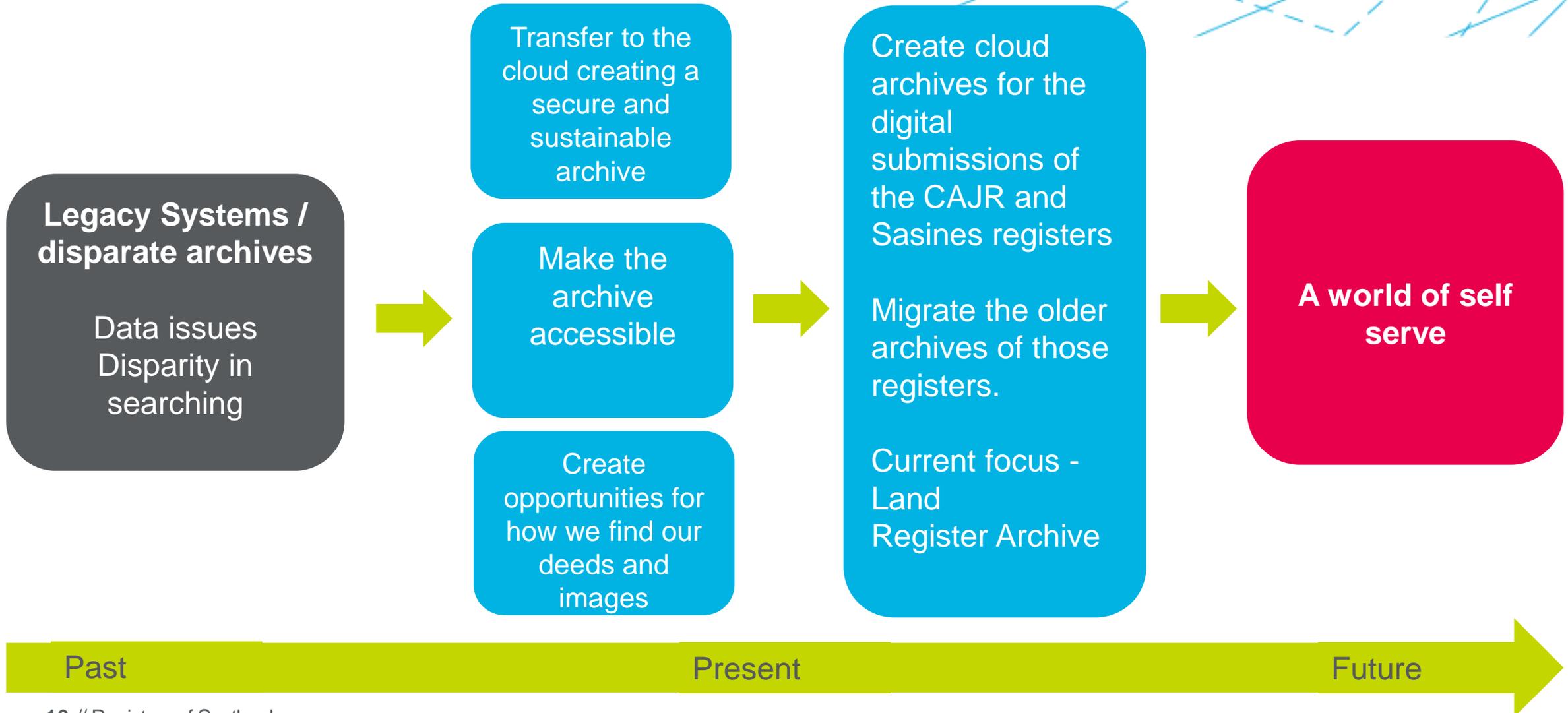
**Easier and familiar**

# 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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// Customer services - 0800 169 9391

