### Plans and strategies 2014-2016
- Support Parliament in implementation of parliamentary reform
- Support committees to implement Conveners Group Programme for Change
- Effective planning for the referendum

**Members**
- Members can fulfil their parliamentary and representative roles
- Members receive more flexible and timely services to enable them to work securely wherever and whenever they choose

**Public**
- Understand what Parliament and its Members do
- Feel encouraged to get involved
- Believe we are open about our work
- Confident we reach out to their communities
- Their experience informs how we develop digital participation & engagement

**The Parliamentary Service**
- Proud to work for the Scottish Parliament
- Recognised for our high performance in delivering services
- A culture of creativity, innovation and collaboration
- Efficiency targets delivered as planned
- Embracing the opportunities of digital working

### Our Purpose
To support, enable and promote the work of our Parliament and its Members

### Our Vision
A Parliament responsive to the needs and aspirations of the people of Scotland

### We Value
Integrity  Accessibility  Respect  Efficiency  Agility

### Success for...
- **Parliamentary Business**
  - Business programme delivered
  - Robust legislative process
  - Thorough scrutiny
  - Being an influential forum for debate
  - Business information is created and managed in streamlined, reliable ways to support digital working

- **Members**
  - Development and deliver a Member focused IT Strategy
  - Ensure services continue to enable and support Members effectively
  - Maximise benefits of new ways of working through Digital Parliament Programme

- **Public**
  - Implement the engagement strategy

- **The Parliamentary Service**
  - Implement measures to encourage innovation and continuous improvement
  - Build an agile and collaborative culture to support emergent change
  - Develop and implement pilot proposals for income generation

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