



i national information

SCOTTISH A-Z & KNOWLEDGE BASE PROJECT

This Project is really forging ahead!
 The project set out to build a framework for the development of a common A - Z of Scottish council and other public services, a user friendly Scottish Navigation structure to help citizens find what they are looking for and a Knowledge Base framework - a database and categorisation of Frequently Asked Questions (FAQs) and interactive forms. The products will be used by councils across Scotland to help improve the way they interact with citizens through a range of access channels, and to support broader organisational change and improvement.

Also read a case study about exploiting the Scottish Lists to unlock the added value for better travel information – by Peter Cullen, Travel Information Manager within Transport Scotland

[More on Scottish A-Z and Knowledge Base Project](#)

shared knowledge

E-GIF ACCREDITATION AUTHORITY

The esd-toolkit are pleased to announce that we are working with e-GIF Accreditation Authority to provide more information and coverage of e-GIF. As the e-GIF moves more “centre stage” in response to the requirements for T-Government, Shared Services and IT Professionalism, we will be establishing new forums in which the challenges of meeting the demands of Interoperability, Reusability, Enterprise Architecture and Compliance can be discussed. We have taken steps to ensure that the esd-toolkit is itself e-GIF compliant, and will continue to respond to the demands on Local Government to continue to provide highly effective citizen-centric services.

[More on this story...](#)



local intelligence

EVENTS

The following events are in the esd-toolkit diary:-

- esd-toolkit Development Group Meeting, London – 4 December 2006
- Yorkshire & Humber TLC, Leeds – 7 December 2006
- East Midlands TLC, Melton Mowbray – 12 December 2006
- Business Transformation SIG, London – 12 December
- Take Up & Channel Management SIG, London – 12 December 2006
- Social Care CoP Workshop, Birmingham – 14 December 2006
- North East TLC, Durham – 18 January 2006

*Subscribed users only can [register](#) for these events. You need to login to the esd-toolkit for the above links to work

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STOP PRESS...

- [TELL ESD-TOOLKIT WHAT LISTS YOU ARE USING TO BE KEPT BETTER INFORMED](#)
- [LGIP JOINS THE ESD-TOOLKIT FAMILY](#)
- [ESD-TOOLKIT CONTRIBUTES TO DIGITAL CHALLENGE BID](#)
- [NORTH WEST OFFICER AWARDED LATEST ATP](#)

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GOOD NEWS STORIES

esd-toolkit is looking for case studies to collect stories and examples that can be used by all organisations wanting to adopt areas of toolkit. In addition to offering the opportunity for early adopters to promote what they have done, the case studies will highlight outputs achieved, lessons learned and the benefits of esd-toolkit to the next generation of adopters,

[View case study template](#)