



Date 2 June 2015
Subject LRS Customer Scrutiny Group
Location Media Suite, Skills Funding Agency, Cheylesmore House, Coventry
Time 11.00 – 13.00
Publication intent NOT PROTECTIVELY MARKED

Present Matthew Dean (AoC) Carolyn Savage (Skills Funding Agency), Jane Wild (HESA), Greg Fowler (Skills Funding Agency), Carole Morley (Skills Funding Agency), Caroline Mason (Skills Funding Agency), Joe Billington (Skills Funding Agency), Jon Dalton (Skills Funding Agency), Amna Ali (Skills Funding Agency), Sam Bestwick (Skills Funding Agency), Mike Cox (AELP), Ian Morgan (WJEC), Bryony Kingsland (C&G), Theresa Consiglio (DELNI), Paul Baron (HEDIIP), Andrew Harland (EoA), Mike Cox (AELP), Jane Wild (HESA), Dena Read (Skills Funding Agency – Secretariat)

Dialing in Ian McCaskey (FISSS)

Apologies Apologies have been received from:
Robin Gadd (Brockenhurst College & Chair), Jason Poole (Skills Funding Agency), Patrick Craven (City & Guilds), Andy Youell (HEDIIP), Jeanette Miller (LA's), Jennifer Mullis (BIS), Bryan Horne (OFQUAL), Ian Turfrey (C&G) Mike Jones (DfES Wales), Emma Freestone (OCR)

Item 1. Welcome and introductions

- 1.1 The Chair advised he was standing in for our regular Chair who was unable to attend for business reasons. All members were welcomed to the meeting including a new member from FISSS who joined by telephone

Item 2. Minutes of last meeting

- 2.1 One change in organisation representation was noted and will be amended before issuing final minutes.

Item 3. Action log

- 3.1 CSG182 – This action will be completed before the next meeting. Additionally a chart showing governance arrangements within the Skills Funding Agency (SFA) will be prepared and sent to members.
- 3.2 CSG189 – This action has now closed
- 3.3 CSG190 – This action has now closed
- 3.4 CSG191 – This action has now closed

Item 4. ID Assurance

- 4.1 A presentation was made to the members showing the processes undertaken to transfer ID Assurance from the current system to the Government's Verify system.
- 4.2 It has been necessary to prove that the SFA needs the system, this has been possible because we need to ensure that users are who they say they are, plus we have a particular demographic different to that of other government agencies such as HMRC and DVLA.
- 4.3 The 6 gateways which each need to be passed were explained in detail.
- 4.4 We are currently at stage 1 moving into stage 2
- 4.5 It was explained that it will take time to move through all of the stages and ultimately complete the process.
- 4.6 This timeline will take us beyond where we are with the current ID system. The SFA is looking at the best options to use in the interim period taking into account the 100-150 people going through validation every month and cost effectiveness to name but a few considerations.
- 4.7 It was acknowledged that the Treasury Emergency Budget on the 8th July may impact on any plans.
- 4.8 A question was raised regarding the interim arrangements; it was advised that current validated users will have a flag on their record and new systems users won't be able to go through validation at this time however options are being investigated.
- 4.9 The Chair asked that this be marked as a risk within the SFA as users who can't use the system are unlikely to come back.
- 4.10 The Chair also mentioned that communications should be handled sensitively as any forthcoming budget arrangements may impact on future arrangements.

Item 5. Performance Report

- 5.1 Paper C was presented to the group and an overview including the highlights was given.
- 5.2 An update was given on work with:
- a) Northern Ireland; approval has been given and a roll-out is expected in September
 - b) Wales: a change of staffing has meant that Stephen McMillan will now be replaced on the group by Mike Jones.
 - c) DWP: A business case was submitted and which will require some further work before being submitted to the Data Advisory Group (DAG) then referred to CSG. Hopefully the cases should be ready for the next round of governance.
 - d) FISSS: A recent meeting was deemed to be very useful, as a result FISSS have joined the group following consultation with members. A meeting with them is being held in the next few weeks.
- 5.3 The Chair invited questions:
- i. Clarification of the metrics used in the Customer Satisfaction survey and SAT levels. **ACTION: CSG194**
 - ii. Dashboard security incidents appear to have gone up not down as verbally indicated. **ACTION: CSG195** SFA to check data and come back to members outside of the meeting.
 - iii. Linked to (a) the number of P4 incidents raised with the service desk also seem to have increased – why? It was advised that a change in the helpdesk tool means the categorisations for incidents have changed. **ACTION CSG196** SFA Update the report to include a reference to this change

Item 6. Data Management Update

- 6.1 Narrative was provided for Paper D and Annex A
- 6.2 Feedback from DAG regarding the shared ULN issue, three was of identifying are available:
- i. Proactively by SFA team
 - ii. Awarding Organisation uploading achievement
 - iii. Learner identifying information on their record that shouldn't be there.

Once a resolve is agreed by DAG it will be feedback to the group.

- 6.3 Annex A – A request was made to the group to forward suggestions for improvements to the report to be sent to Greg.Fowler@sfa.bis.gov.uk
ACTION CSG197 Members

Item 7. Supply Chain Transformation

- 7.1 A verbal update was given

- 7.2 The SFA is moving their hosting supplier for line of business applications from Cap Gemini to SCC following a successful period of due diligence with SCC.
- 7.3 All IT equipment will be moved from Cap Gemini's data centre in Bristol to SCC's data centre in Birmingham at the end of July. This is noted as a risk to the SFA. It is anticipated that there will be some challenges however these have been mitigated where possible.
- 7.4 SFA will also take this opportunity to decommission legacy systems where they are no longer required.
- 7.5 With regard to the Learning records Service (LRS) as discussed at the previous meeting a pan government platform for registration services is now being considered. There is little news as to the full scope or delivery timelines for this however, GDS (Government Digital Services) is keen to move forward. GDS hoping to put together a business case in September and the SFA are keen to work with them.
- 7.6 SFA has re-procured hosting for LRS with CGI for 2 years with a termination clause that allows convergence with the new government when it becomes available. This allows stability for the service and continuity of service in a supported environment with suppliers who are familiar with the service.
- 7.7 UKRLP contract with Hotcourses ends in November. SFA will go out to re-procure in open competition; the service description is currently being written. An update will be given at the next meeting. **ACTON: CSG198**
- 7.8 It was noted that the entire SCT programme is a huge undertaking, and as such carries high risk and potential for disruption to business continuity.
- 7.9 It was agreed that communications should be managed carefully.

Item 8. HEDIIP Update

- 8.1 The HEDIIP report circulated before the meeting was presented and a verbal narrative given including the approach, findings, key issues and benefits.
- 8.2 Benefits included: learners not needing to pay for the re-issue of certificates, availability of contextualised admissions data, track effectiveness of widening participation events, reducing providers need to respond to employers requests for verification of qualifications
- 8.3 There is interest from the NHS as they have no unique learner number (ULN) and they are very keen to discuss further
- 8.4 Key issues included: Providers concerned about how much work is involved for mature students, those from independent schools and overseas candidates.
- 8.5 Scotland have the Scottish Candidate Number. The Scottish Funding Council is interested to understand better a role for the PLR and a meeting is taking place between the SFA, HEDIIP, Scottish Qualifications Authority and Scottish Development Agency in June.
- 8.6 Page 35: The roadmap shows work packages needed to be owned in order to complete.

- 8.7 There was discussion around the package ownership arrangements, responsibilities and funding availability to drive this forward. It was advised that this is why the roadmap is phased the way it is with no/lo-cost activity in Phase 1 moving through to the more challenging phases.
- 8.8 Discussion took place regarding future governance arrangements given HEDIIP's limited lifetime
- 8.9 It was asked how much profile this has within government? HE's at Chief Exec level, BIS are aware of it and it's looking to build on this knowledge
- 8.10 It was asked if there are interdependencies and the group were advised there were no direct interdependencies.
- 8.11 It was agreed that this report/blueprint would be revisited at subsequent meetings

Item 9. Any other business

- 9.1 It was agreed that 1 new member should be invited to the group to replace Craig Strangwick who has stepped down.
- 9.2 It was acknowledged that the SFA has contacted NAHT and ASCL to gain nominations of a school representative. It was then agreed that any representative from NAHT and ASCL should be from an operational background

Item 10. Date of next meeting

- 10.1 The next meeting of the Committee will take place on **Monday 7th September 2015** in the Media Suite, Cheylesmore House, Quinton Road, Coventry, CV1 2WT.

Meeting chair	Matthew Dean, AoC
Minutes creator	Dena Read
Date created	2 June 2015