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# Public Sector Flex Framework Board

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**Meeting name:** Public Sector Flex Framework Board #19

**Date of meeting:** 22nd July 2009 Cabinet Office

**Attendees:** Authority & Customer representatives

Lesley Hume, CO  
Kevin Doherty, CO  
Carly Newman, CO  
Daniel Ward, CO  
Chris Thirkell  
Karen Delafield, HMT  
Lamorna Wooderson, CAFCASS  
Darren Skates, CAFCASS  
Peter Court, DIUS  
Colin Shaw, ONS  
Simon Field, ONS  
Paul Woobey, ONS  
Brian Hudson, Crossrail  
Bill Grant, FJAP Chair

Fujitsu:

Eithne Wallis CB,  
Chris Drew  
Vince Fullwood  
Stuart Ebdon  
Rupal Karia  
Flex PMO, above

**Distribution:**

**Notes Prepared by:** Samantha Lewis & Chris Drew **Date of Issue:** 15 September 2009

**Filed in:** ProjectWeb Framework Board

*Unless stated otherwise, target completion dates are by the next planned meeting.*

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Act. N°.	Description	Action by / when	Target date	Status / comment
12/1	Ensuring positive communications where due. Consistent messages required across all Flex customers and users	CD/KDo	On hold	<p>One approach would be to seek views from converted CO users and use these for positive messages ahead.            UPDATE (05/11): various activities have been initiated by Fujitsu and the CO. FS/CO to assess how this can be rolled out to other customers.            PC recommended 'tracker system' to communicate resolution of defects.            UPDATE (17/12) Action continues.</p> <p>UPDATE (03/03) Communications Plan now being created. It was agreed that until Flex has successfully rolled out to a wider user based this would be postponed.</p> <p><b>UPDATE: Plan continues to be on hold until successful roll out of Flex.</b></p>
12/7	ICF Discount	PC now LH	22/09	<p>Clarify the arrangements for distribution of the ICF discount so that new potential Flex users can evaluate the actual benefit of Flex in their business cases.            UPDATE (05/11): CFWD.</p> <p>UPDATE (17/12) Ongoing</p> <p>UPDATE (22/7) Proposed for closure, board asked for this to remain open until DW and VF have completed governance work.</p> <p><b>UPDATE: Ongoing</b></p>
16/2	Agree on a timetable for provision of updated consolidated transformation plans	CD/LH	31/03	<p>UPDATE (21/04): On-going.</p> <p>UPDATE: (22/7) On-going, indicative plan updated and supplied monthly in this forum while full delivery governance is implemented.</p> <p><b>UPDATE: CLOSED: To be provided through Service &amp; Delivery Board</b></p>
16/4	Provide a paper to the Framework Board describing project governance across Flex customers	CD	31/03	<p>UPDATE (21/04): On-going. Paper drafted and will be provided once Stream 3 (Governance) of the Commercial Negotiations have concluded.</p> <p>UPDATE: To be supplied via the Service &amp; Delivery Board once up and running.</p> <p><b>UPDATE: CLOSED: To be provided through Service &amp; Delivery Board</b></p>
16/7	TIB to review the particular needs action (see below) and report back to the next Framework Board on progress	SF	15/04	<p>UPDATE (21/04): On-going.</p> <p>UPDATE: (22/07): Particular Needs software lists have been reviewed by the TIB and a consolidated list is now available and will be supplied to all customers.</p>

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				UPDATE: CLOSED. Superseded by action 19/10 below.
17/4	Fujitsu to provide a consolidated Service Improvement plan for Flex	CD	4/06	UPDATE: CLOSED. Superseded by action 19/3 below.
19/1	DW & CD to meet to enable Fujitsu to understand the flow of information under the new governance structure	DW/CD	22/09	UPDATE: Ongoing
19/2	CD & DW to meet and agree the process for clarifications and additions to be incorporated into the Product and Services Catalogue.	DW/CD	22/09	UPDATE: Ongoing
19/3	SE to forward a soft copy of the 'Service Improvement Plan' to CN for distribution to all FFEB members.	SE/CN	22/09	UPDATE: SE has provided the Service Improvement Plan to CN for distribution.
19/4	RK to investigate how information is provided to CO to ensure its accuracy.	RK	22/09	UPDATE: RK is on leave this week, to give an update at the meeting on 22/09.
19/5	CD & DW to ensure all outcomes of the Major Incident work are disseminated to all flex customers.	CD/DW	22/09	UPDATE: Ongoing. Outcomes of the work to date have been communicated by CD to DW and through to all Flex Customers.
19/6	DS to provide DW with dial in details to enable him to join the daily audio updated DS will receive from Fujitsu on the Major Incident.	DS	22/09	
19/7	Fujitsu to connect ONS.	CD	22/09	UPDATE: CLOSED
19/8	DW arrange meeting to discuss further use of ONS connection.	DW	22/09	
19/9	BG to send CD a copy of the final version of the AWG minutes.	BG	22/09	
19/10	CN to ensure particular needs list is distributed to all customers.	CN	22/09	

Once an action has been completed, highlight it in grey and delete the following month.

<b>Date of next meeting:</b>	22 September 2009
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