

FLEX: FRAMEWORK EXECUTIVE BOARD

MINUTES

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| Subject: | Flex Framework Executive Board | | | |
| Date & Time: | 2.30pm – 4.30pm, Thursday 17 th December 2009 | | | |
| Place: | Admiralty Arch Rm G.45 (Northside) | | | |
| Attendees: | <u>Authority & Customer representatives</u> | | <u>Fujitsu representatives</u> | |
| | Kevin Doherty, CO Carly Newman, CO Daniel Ward, CO Darren Scates, CAF/CASS Simon Field, ONS | (KD) (CN) (DW) (DS) (SF) | Nigel Shaw Stuart Ebdon Rupal Karia Naomi Stratford Rob Norris Vince Fullwood | (NS) (SE) (RK) (NSt) (RN) (VF) |
| Apologies: | Lesley Hume, CO Karen Delafield, HMT Tim Bett, OGC Paul Woobey, ONS Brian Hudson, Crossrail Chris Thirkell Colin Shaw, ONS | (LH) (KDe) (TB) (PW) (BH) (CT) (CS) | Eithne Wallis CB , | (EW) |

PURPOSE

Update and review of progress across the Flex Framework which has taken place in the last month.

This is a Full Flex Framework Executive Board meeting with both Customer and Supplier sides represented.

AGENDA

| ITEM | DESCRIPTION |
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| 1 | Customer Feedback |
| 2 | Headline Progress |
| 3 | Hot Topic: Red Alert |

| ITEM | NOTES | ACTION | OWNER |
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| INTRODUCTIONS | DW welcomed Fujitsu attendees to the meeting, explaining that he would be chairing today's meeting and introductions took place. | | |
| 1. CUSTOMER FEEDBACK | <p><u>Red Alert</u></p> <p>DW informed Fujitsu that customers have agreed to downgrade the Red Alert to 'Amber' on the following conditions:</p> <ul style="list-style-type: none"> • Weekly checkpoints with Fujitsu Senior Management to remain in place • Fujitsu provide assurances that their focus will remain on performance management • Fujitsu release the Outlook fix by the end of January • Fujitsu implement the data labelling solution by the end of January • A final Red Alert Report which lists the outstanding actions to be completed with defined delivery dates is provided by Christmas <p><u>Sales & Marketing</u></p> <p>All customers accepted Flex has a long delivery cycle and therefore there is a need to resume sales and marketing activity. However, customers had reservations around providing references and the names of organisations using Flex appearing in Flex marketing material.</p> <p>DS explained that Cafcass would be unwilling to provide references for Flex at this time or for Cafcass' name to appear in marketing literature. However, DS explained that once usability issues are resolved and the outstanding commercial question regarding delays to rollout is satisfactorily addressed, Cafcass will reconsider this position.</p> <p>NS explained that how marketing activity takes place is flexible, explaining that Fujitsu are aware of the need for material to be circulated to customers and approved by John Suffolk prior to issue.</p> | Fujitsu to ensure that all conditions of downgrading the Red Alert to 'amber' are met. | NS |

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| | <p>In summary, all customers agreed that Fujitsu are able to re-commence marketing activity on the following conditions:</p> <ul style="list-style-type: none"> • All marketing material to be reviewed and approved by all customers prior to issue • Fujitsu must seek approval from customers prior to using the names of their organisations in marketing material. <p>(DW to confirm PW is satisfied with these arrangements)</p> | <p>Fujitsu to re-commence marketing activities, ensuring that they are adhering to the conditions set out by customers in these minutes</p> <p>DW to confirm PW is satisfied with marketing arrangements</p> | <p>NS</p> <p>DW</p> |
| <p>2. FUJITSU SLIDE PRESENTATION ON HEADLINE PROGRESS</p> | <p><i>Refer to slide pack entitled 'Flex Framework Board 17th December 2009'</i></p> <p>The following comments were made on this slide pack:</p> <p>Update on Industrial Action – Further strikes planned for January (7th, 8th, 11th, 14th and 15th). Fujitsu to ensure that specific contingency plans are in place for the effect of the strike on the SAN separation which is scheduled for this weekend.</p> <p>Performance (28 Day Plan) Dashboard – Customers agreed to review the progress of items 1, 2, and 4 at the next Flex Framework Board.</p> <p>Usability – NS to send DW Usability questions. KD and VF to have a separate commercial discussion concerning the quotes for usability work required from Fujitsu.</p> | <p>Fujitsu to ensure that specific contingency plans are in place for the effect of the strike on the SAN separation which is scheduled for this weekend.</p> <p>Review the progress of items 1, 2, and 4 on the Performance (28 Day Plan) Dashboard at the next Flex Framework Board.</p> <p>NS to send DW Usability questions</p> <p>KD and VF to have a separate commercial discussion concerning the quotes for usability work required from Fujitsu.</p> | <p>NS</p> <p>RN</p> <p>NS</p> <p>KD/VF</p> |

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| <p>3. PROGRAMME FEEDBACK FROM THE BOARDS</p> | <p>A slide pack consisting of high level feedback from the following boards was shown:</p> <p>Contracts Management Board Service & Delivery Board Technical Impact Board</p> <p>It was agreed that slides from the Flex Joint Accreditation Panel would be required at the next meeting.</p> <p>The following comments were made:</p> <p>CMB – It was requested that ‘Where we are now and where we would like to be in the future concerning the Product & Service Catalogue is added to the agenda of the next CMB. In addition, it was requested that Fujitsu provide a mini project plan explaining the timeline for development and implementation of the Product & Service Catalogue.</p> | <p>CN to ensure that slides from the FJAP are provided at the next Flex Framework Meeting.</p> <p>CN to ensure that the future of the Product & Service Catalogue is added to the next CMB agenda</p> <p>VF to ensure that the team working on the Product & Service Catalogue produce a project plan for development and implementation of the catalogue.</p> | <p>CN</p> <p>CN</p> <p>VF</p> |
| <p>4. FLEX FRAMEWORK AWAY DAY</p> | <p>DW explained to Fujitsu that the customers are keen to hold a Flex Framework Away Day at the end of February/beginning of March. NS agreed that Fujitsu would attend the 2nd day of this event. Details of arrangement to follow.</p> <p>It was agreed the one of the agenda items for this meeting would be the strategic alignment of Flex</p> | <p>CN to ensure that the ‘Strategic Alignment of Flex’ is added to the away day agenda.</p> | <p>CN</p> |
| <p>5. ACTIONS FROM THE PREVIOUS MEETING</p> | <p>All actions of Fujitsu’s Action Register were closed. It was agreed that in future these notes would be used to capture all actions.</p> | | |