

FLEX: FRAMEWORK EXECUTIVE BOARD

MINUTES

Subject:	Flex Framework Executive Board			
Date & Time:	3.00pm – 5.00pm, Thursday 21 st January 2010			
Place:	Admiralty Arch Rm G.45 (Northside)			
Attendees:	<u>Authority & Customer representatives</u> Lesley Hume, CO (LH) Karen Delafield, HMT (KDe) Tim Bett, OGC (TB) Brian Hudson, Crossrail (BH) Colin Shaw, ONS (CS) Kevin Doherty, CO (KD) Carly Newman, CO (CN) Daniel Ward, CO (DW) Darren Scates, CAF/CASS (DS) Simon Field, ONS (SF)		<u>Fujitsu representatives</u> Eithne Wallis CB (EW) Nigel Shaw (NS) Stuart Ebdon (SE) Rupal Karia (RK) Naomi Stratford (NSt) Rob Norris (RN) Vince Fullwood (VF) James Mayo (JM)	
Apologies:	Paul Woobey, ONS (PW) Chris Thirkell (CT)			

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
1	Customer Feedback
2	Headline Progress
3	Feedback from the Boards

ITEM	NOTES	ACTION	OWNER
INTRODUCTIONS	LH welcomed Fujitsu attendees to the meeting.		
1. CUSTOMER FEEDBACK	LH explained that on this occasion customer feedback will be given throughout the meeting.		
2. FUJITSU SLIDE PRESENTATION ON HEADLINE PROGRESS	<p><i>Refer to slide pack entitled 'Flex Framework Board 21st January 2010'</i></p> <p>The following comments were made on this slide pack:</p> <ul style="list-style-type: none"> • Fujitsu Headlines – <ul style="list-style-type: none"> ○ Fujitsu have had 3 significant desktop/thin client wins. This will mean the thin client estate will now be around 300,000 seats. ○ The first private cloud service will be delivered over the next few weeks ○ The unite Union are threatening strikes – this will have minimal impact on the Flex programme as only a few service desk staff belong to this union. However Fujitsu have plans in place should this impact. ○ Fujitsu are undertaking an end to end review of their IT &V process and increasing IT&V resource by 25% ○ Flex Data Centre is reaching capacity, therefore Fujitsu are in the process of list X accrediting a North London Data Centre • Service Performance – <ul style="list-style-type: none"> ○ Fujitsu were asked to show mitigated data from the previous month for comparison at the next board. ○ Fujitsu will be bringing a proposed schedule of maintenance to the next Service & Delivery Board • Improvement Plan – <ul style="list-style-type: none"> ○ It was agreed that at the next framework board meeting the status of the improvement plan items will be reported at 'complete' or 'not complete' instead of a RAG status. • Progress on remaining performance Amber Alert Actions – 	<p>RN to ensure that Fujitsu show mitigated data from the previous month for comparison at the next board.</p> <p>NSt to ensure that at the next framework board meeting the status of the improvement plan items will be reported at 'complete' or 'not</p>	<p>RN</p> <p>NSt</p>

	<ul style="list-style-type: none"> ○ RN to provide customers with evidence to demonstrate that reports are improving ● Current Consolidated Rollout Plan <ul style="list-style-type: none"> ○ RK agreed that Fujitsu will need to be realistic by the end of January about whether the current HMT rollout plan is realistic and achievable. ● Programme Update <ul style="list-style-type: none"> ○ It was agreed that the Separation Programme Checkpoints on Fridays will now be used to review all framework activities across the programme. ● Sales & Marketing <ul style="list-style-type: none"> ○ Customers to collect their thoughts on James Mayo's presentation and respond to Fujitsu 	<p>complete' instead of a RAG status.</p> <p>RN to provide customers with evidence to demonstrate that reports are improving</p> <p>Customers to collect their thoughts on James Mayo's presentation and respond to Fujitsu</p>	<p>RN</p> <p>JM</p>
<p>3. PROGRAMME FEEDBACK FROM THE BOARDS</p>	<p>See Slideset.</p>		
<p>4. ACTIONS FROM THE PREVIOUS MEETING</p>	<p>NS provided the following update to his Red Alert downgrade actions:</p> <ul style="list-style-type: none"> ● Weekly checkpoints with Fujitsu Senior Management have remained in place ● Fujitsu provide assurances that their focus will remain on performance management – Rob Norris has been focussing on this ● Fujitsu release the Outlook fix by the end of January – Deployed 27th/28th Jan for Restricted customers (dependency on MIMEsweeper on 31/01/10) ● Fujitsu implement the data labelling solution by the end of January – This has not been achieved. The current plan is to use HMT Restricted as the pilot in early March. FSL will bring an outline plan to the next S&DB ● A final Red Alert Report which lists the outstanding actions to be completed with defined delivery dates is provided by Christmas – This will be available by the end of next week. 	<p>FSL to bring an outline plan for the deployment of data labelling to the next S&DB.</p>	<p>NSt</p>