

FLEX: FRAMEWORK EXECUTIVE BOARD

MINUTES

Subject:	Flex Framework Executive Board			
Date & Time:	3.00pm – 5.00pm, Tuesday 23 rd February 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) Bill Grant, FJAP Chair (CO) (BG)		<u>Fujitsu representatives</u> Eithne Wallis CB (EW) Nigel Shaw (NS) Stuart Ebdon (SE) Rupal Karia (RK) Naomi Stratford (NSt) Rob Norris (RN) Michael Martin (MM) 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

ITEM	NOTES	ACTION	OWNER
INTRODUCTIONS	LH welcomed Fujitsu attendees to the meeting.		
1. CUSTOMER FEEDBACK	<p>LH raised the following 2 headline items:</p> <ol style="list-style-type: none"> 1. The current performance issue – throughout the FFCB & the FFEB all customers were experiencing a complete Flex outage 2. Prioritisation of Flex Activities - all customers have raised concerns that key project and framework deliverables are not being delivered as other things appear to have been prioritised by Fujitsu <p>NS took on board LH’s concerns and explained that he would respond to them in Fujitsu’s update presentation.</p>		
2. FUJITSU SLIDE PRESENTATION ON HEADLINE PROGRESS	<p><i>Refer to slide pack entitled ‘Flex Framework Board 23rd February 2010’ v2.0</i></p> <p>The following comments were made on this slide pack:</p> <p><u>General News</u> New permanent Technical Director will be Matt Mann (Rob Norris will continue in this role in the interim)</p> <p><u>Flex Red Alert Interim Report</u> KDe asked NS what action Fujitsu have taken to improve their piloting process as some scaling in the piloting phase will be necessary to ensure the system will performance satisfactorily when a large number of users are logged on concurrently. DS added that in this type of situation it would be useful if Fujitsu themselves were using the Flex system. This would allow Fujitsu to identify issues earlier. NS responded that a number of Fujitsu staff have Flex accounts and that he would consider extending this further.</p> <p>In order to meet the requirement to improve performance testing, RK and RN will ensure that learning from other rollouts is incorporated into HMT’s UAT work.</p>	<p>NS to consider extending use of the Flex Network by Fujitsu staff.</p> <p>RK and RN will ensure that learning from other rollouts is incorporated</p>	<p>NS</p> <p>RK/RN</p>

	<p>Customers agreed to review the Interim Red Alert Report and provide feedback to RN to enable him to complete a full report</p> <p><u>User Feedback</u> Fujitsu asked customers to review the list of usability issues to ensure they remain applicable as since this list has been compiled there have been various other changes which may mean some on the usability list are no longer relevant.</p> <p>LH explained to NS that the CO has suffered from delays in IT&V and that this is threatening to delay the CO rollout if applications do not complete the IT&V process by next week as all departments are now waiting for apps stuck in IT&V. KDe agreed that it seems there are issues with IT&V which she believes are a result of lack of resource</p> <p>NS explained that delays to IT &V are occurring partly because the testing process is now more robust with more control. He added that Fujitsu have 2 new resources who are now working in IT&V and a further 2 awaiting security clearance to start work.</p> <p>A discussion took place concerning sharing of lessons learnt for the Flex project with the Fujitsu team working on the development and implementation of the DWP Desktop21 solution. RN guaranteed that Fujitsu are sharing learning with DWP and the Home Office</p> <p><u>Improvement Plan</u> Fujitsu believe that some of the items on this plan categorised as 'Defects' should be categorised as 'Problems'. This issue is to be addressed at the next SIP Meeting.</p> <p><u>February SLAs – Month to date</u> Numbers shown at this month's board did not include mitigations. Next month, fully mitigated numbers will be available. DS noted that he is unable to make the numbers presented by Fujitsu tally against his team's understanding of Service Desk activity. NSt agreed to investigate in line with DS's comments.</p> <p><u>Shared Services Catalogue</u> A requirements specification for the online catalogue was submitted to all customers on 18th February. Approval is required from customers to move this forward.</p>	<p>into HMT's UAT work.</p> <p>Customers to provide feedback on the Interim Red Alert Report to RN</p> <p>Customers to review the usability list at the next SIP meeting.</p> <p>DW to ensure that the categorisation of 'Defects' is discussed at the next SIP Meeting.</p> <p>NSt agreed to investigate in line with DS's comments. (see left)</p> <p>DW to pursue approvals through the Contracts Management Board.</p>	<p>All Customers</p> <p>All Customers</p> <p>DW</p> <p>NSt</p> <p>DW</p>
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	<p>Pricing models will be shared with customers at the next Contracts Management Board, these along with a set of pricing principles need to be reviewed and agreed at the next meeting.</p> <p>TB informed Fujitsu that the Shared Services Catalogue work must include</p> <ul style="list-style-type: none"> • Value for money • A reduction programme • Information on supplier interaction to show effort to obtain best price • Process for product withdrawal <p>In discussion concerning the Shared Service Catalogue, RK mentioned that Lexmark are remotely monitoring MFDs. BG asked RK to confirm from a security angle how this monitoring is taking place.</p> <p><u>Flex, DWP & Desktop 21</u> EW explained to the customer base that she is unable to talk widely on the subject of Desktop 21 at this board because the commercial relationship lies between Fujitsu and DWP. EW said that Fujitsu do not consider Flex and Desktop21 to be in direct competition with one another as they are very different. Desktop 21 is a framework to enable procurement of services, whilst Flex is a shared service. EW re-iterated Fujitsu's commitment to Flex and explained that these two offerings are completely different and as such will be delivered differently.</p> <p>James Mayo is looking at marketing both options however his focus is on Flex as Desktop21 remains in development so will not be available for a considerable time.</p> <p>TB responded to the information provided by Fujitsu, saying that there is a lot of collective work required to ensure that all parties are able to articulate the two options and explain their benefits. In addition, TB explained the requirement for Fujitsu to produce a Strategy for Government Desktop to ensure compliance with the Government IT Strategy. LH backed TB's request explaining that it is difficult to move ahead with marketing the produce when people in a number of spheres are challenging how the Flex numbers stand up when compared to Desktop 21, facts and comparisons are</p>	<p>MM agreed to take away TB's list of items and ensure they are included.</p> <p>RK to confirm from a security angle how Lexmark remote monitoring is taking place.</p> <p>Fujitsu to produce a Strategy for Government Desktop to ensure compliance with the Government IT Strategy</p>	<p>MM</p> <p>RK</p> <p>Fujitsu</p>
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	<p>required to produce responses. In light of this conversation, NS agreed to take away the issue of producing a Flex/Desktop 21 comparison</p> <p>With regard to marketing Flex, Cafcass are content for marketing to proceed, HMT are unable to endorse at present until their current commercial negotiations are complete and CO are unable to move forward until there is clarity around the comparison between Flex and Desktop 21. DW to schedule a further meeting to discuss progress next week.</p>	<p>DW to schedule a further meeting to discuss progress next week.</p>	<p>DW</p>
<p>3. ACTIONS FROM THE PREVIOUS MEETING</p>	<p>Actions from the previous board were reviewed and all were complete.</p>		