Meeting name:	**Public Sector Flex Framework Board #14**	
Date of meeting:	17 December 2008	St Giles Hotel, Bloomsbury, London WC1B 3AS

Attendees:

Cabinet Office:
Lesley Hume LH, SRO
ChrisThirkell CT
Peter Court PC
Kevin Doherty KDo, ICF

DIUS:
Karen Delafield KDe, SRO, CTO

ONS:
Paul Woobey PW, SRO ONS, CIO
Keri Jones KJ, Senior Procurement Manager
Daniel Ward DW, Director of Services, Information Management Group

CAFCASS:
Lamorna Wooderson LW, SRO Corporate Director
Darren Scates DS, Head of IT

Crossrail:
Brian Hudson BH, Head of IT Development, CrossRail

Fujitsu:
Eithne Wallis CB, EW, SRIE MD Government Fujitsu
David Jackson DJ, Framework Director
Rupal Karia RK, Programme Manager, Framework
Mandy Roberts MR, Service Director
Andy Laidler AL, Flex CTO
Tony Harrison TH, Account Manager, ONS
Michael Martin MM, Commercial Manager
Russell Goodenough RG, Programme Manager, CAFCASS
Nigel Shaw NS, Account Director, BERR/DIUS
Andy Jarman AJ, Account Director, Cabinet Office
Chris Drew CD, Operations Director
Gaynor Downie GD, Commercial Manager
Tom Roche TR, Flex Sales
Chris Garside CG, Business Unit Director
Gill Hutchens GH, PA to Chris Garside (actions record)

Flex PMO, above

Distribution:			
Notes Prepared by:	Chris Garside	**Date of Issue:**	19 December 2008
Filed in:	**ProjectWeb Framework Board**		

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

Key information discussed:

Summary overview of progress
Hot topics:
- Options regarding security design changes
- Codes of Connection impact assessment
- Next steps for above

Customer and prospect updates
Action updates

Act. N°.	Description	Action by / when	Target date	Status / comment
5/3	**Transition and Transformation indicative cost models. Peter C requested that Fujitsu begin to develop 'standard cost models' for Transition and Transformation based on key functions which will enable new customers to understand the numbers and drivers.**	**RK**	**21/01**	Transition model produced by ▉▉▉▉ ▉▉▉▉[1] (CO Transition) and discussed with the Board is now being tested on prospective new Flex users - The Charity Commission and CrossRail. UPDATE (16/04): Now being tested in CrossRail as bid progresses. UPDATE (28/05): Request from customers (DIUS and others) for outline Transformation indicative model to be progressed to include a 'list of line items'. UPDATE (9/07): Outline cost drivers and outputs provided for Transformation model, work continues. Additional information to justify Transformation costs required by DIUS swiftly. UPDATE (11/09): Further discussion especially around the difficulty of producing a 'one size fits all' Transformation model. RK stated that Fujitsu was working on different models for small and large organisations. Fujitsu to provide further details. UPDATE (05/11): RK to provide business case to support Flex ICF contribution to costs. **UPDATE (17/12): RK provided business case and costs for Flex ICF contribution to costs. KDe agreed that DIUS will bear this cost. RK to progress Transformation template work.**
8/8	**Andy Laidler to visit the four Flex customers, CO, ONS, DIUS & CAFCASS as an induction to his role as CTO Flex.**	**AL**	**21/01**	Activity to understand the Flex customers. UPDATE (16/04): Andy has met with Lamorna and Karen and has dates in the diary for Paul & Peter. UPDATE (28/05): Andy has visited CO, ONS, DIUS & CAFCASS, CrossRail remains **UPDATE (17/12) Date set in January for a Crossrail visit.**
9/3	**'TO BE' Flex Products & Services Catalogue requested by all Customers.**	**MR**	**21/10**	UPDATE (28/05): To-Be catalogue due to be piloted on 26 June UPDATE (9/07): Catalogue functionality will be available to view during UAT. Content for Flex specific products and services will be available when list and prices are approved by the CO. Non-Flex products (standard supply) will be available soon after the catalogue functionality is available. UPDATE (11/09): MR provided update on the Flex To-Be Catalogue. In progress.

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[1] Redacted under s.40(2) FOIA as the information constitutes personal data of third party whose consent to disclose has not been given

				Action kept open to conclude at next review. UPDATE (05/11): MR to confirm whether GPC functionality is available in version available for demo. KJ offered assistance to define GPC processes. MR to determine whether demo version can be available to prospective customers. MR to arrange demo for CO. **UPDATE (17/12) MR confirmed GPC for product only and the programme of catalogue demonstrations. User bodies will be able to 'mask' catalogue elements to enable a bespoke feel. MR to ascertain how the catalogue can be made available to users before they are transformed to Flex.**
10/4	**Directory of information on Flex available to customers who have signed MoU**	Now MR	21/01	UPDATE (9/07): Token access solution available after UAT (Aug 08). Sample list of content available provided in 9/07 report. UPDATE (11/09): Progress update provided by CG. Initial information library to be ready by early Nov. Token access requires minimum order of 3,500 to initiate. UPDATE (05/11): ONGOING - see slides **UPDATE (17/12) Data directory now available though Fujitsu internal systems (not protectively marked) and can be provided on media to prospective clients as requested. Work continues to develop a Flex portal and a wider range of documents.**
11/1	**Joint Statement Of Intent required to be developed between the CO and Fujitsu**	KDo/MM	Now 21/01	UPDATE (11/09): ICF agreement to progress as additional facilitated session at next Framework Board (probably 4 Nov 08). See action 12/6 UPDATE (05/11): PC sees value – KJ to provide similar OGC document which was created for the Census supplier relationship. **UPDATE (17/12) Fujitsu awaiting OGC document. Some discussion on approach to drafting but no firm plan agreed to implement.**
11/8 & 11/9	**Fujitsu to update changes documentation and agree position with ICF/KDo ICF to review changes and discuss**	MM ICF/KDo	ASAP	UPDATE (11/09): Documentation nearly complete; will be forwarded by MM in next few days. UPDATE (05/11): actions 11/8 and 11/9 combined – ongoing. MM/KDo will progress to completion. **UPDATE (17/12) FWK CAN 003. CO & Fujitsu completed all negotiation, all documents updated and issued 26/11 with intent of signing 28/11. Not signed pending CO review with Flex customers. Replaced by action 14/9 below.**

				CLOSED
12/1	**Ensuring positive communications where due. Consistent messages required across all Flex customers and users**	DJ/KDo	21/01	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.**
12/3	**Governance boards** **a. ICF members wanted to rebalance control and influence of SWG** **b. ICF to consider an 'End User Requirements Group' which could also cover agenda of the Particular Needs Group**	PC KDo	21/01	ICF to create a proposal for a Technology Impact Board. SWG would be invited as appropriate to provide security advice. Terms of Reference for the Technology Impact Board and revised TORs for the Security Working Group required. UPDATE (05/11): Principle of boards agreed but limited progress on TOR – ongoing. **UPDATE (17/12) Ongoing**
12/7	**ICF Discount**	PC	21/01	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. **UPDATE (17/12) Ongoing**
12/8	**Devolve some action areas to other Flex Boards/Working Groups**	KDo	21/01	The number of items being raised at the Framework Board is growing and some of these should be covered at other boards such as the Technology Impact Board – initial devolvement to be agreed. UPDATE (05/11): Principle of boards agreed, ICF to initiate. **UPDATE (17/12) Ongoing**
13/1	**AL to send CoCo IL3 v4 to ONS (DW)** **DW to return CoCo IL3 v3.1 to OGC to initiate OGC security approval (supported by Fujitsu).**	AL DW/TH	ASAP ASAP	**UPDATE (17/12) Actions completed.** **CLOSED**
13/2	**Arrange a workshop with all parties (ICF, Flex customers, OGC.bs, CESG, Fujitsu) to discuss IL3 v4 and agree a way forward. In relation to security design issues, use CESG tracker document to review target dates and issues.**	ICF/DJ	ASAP	**UPDATE (17/12) Action completed.** **CLOSED**
13/3	**Fujitsu noted that roll out plans must recognise customer constraints and clarify the dependency on third party consents or pre requisites. Fujitsu to advise customers on any impact of the agreements reached in discussions with CESG and OGC on current plans.**	NOTE		**UPDATE (17/12). Noted** **CLOSED**

13/4	DIUS should be included on rollout plan.	DJ/RK	ASAP	UPDATE (17/12) Action completed. CLOSED
13/5	ONS (PW) requested evidence of service readiness prior to roll-out and would prefer a later delivery date which is achievable.	NOTE		UPDATE (17/12) Noted - revised roll-out date set. PW reinforced need to stick to this date.
13/6	Crossrail (BH) asked meeting to note that their business could not accept delays.	NOTE		UPDATE (17/12) Noted - CrossRail service dates cannot slip.
13/8	Cafcass (DS) expressed concern with respect of service deliverables. e.g. what happens if a laptop is stolen? Support for home workers? Password resets? Fujitsu to work through service processes with customers to ensure processes address local business requirements.	MR	21/01	UPDATE (17/12) Service Readiness work with Cafcass (& other customers) has been progressed over recent weeks; activity continues.
13/9	ONS (PW) – Fujitsu's internal costing procedure takes too long – DW suggested that a 'fast track' process should be implemented	TH	Now 21/01	UPDATE (17/12) ONS and Fujitsu are in the process of agreeing a capacity plan and a Utility Model for data centre services with ONS which will allow future projects to be costed more quickly.
13/10	Commercial issues - MM to provide information to show how prices have been affected by CCNs.	MM/ICF	21/01	UPDATE (17/12) Details of all contracted Restricted device charges from customer contracts and the impact of CCN 003 on them provided to ICF following earlier discussion and review on 20 Nov. The ICF circulated to Customers. MM has met with ONS to explain details and impact on overall charges over term. Replaced by action 14/9 below. CLOSED
13/11	Create plan based on CESG targets dates plus customer requirements for review by all parties	DJ	14/11	UPDATE (17/12) Completed CLOSED
13/12	All customers to send comments on the GSI / CoCo letter to PC	All (ICF)	21/01	UPDATE (17/12) Continues
13/13	PC (ICF) willing to discuss and, if possible, help with Fujitsu financial concerns. Fujitsu to consider.	CG	ASAP	UPDATE (17/12) Discussions about to start or already underway with CO, Cafcass and ONS. CLOSED
14/1	Security infrastructure separation. LH, EW to plan commercial meeting to agree next steps	LH, EW, CG, PC	18/12	UPDATE (18/12) Meeting held 18/12. Provisional way ahead agreed and a plan to reach agreement in Jan 09 being set up. Action completed. CLOSED
14/2	OGC.bs, GSi connection ICF to advise on steps taken to ensure move to v4.0 does not affect current costs or rollout plans	PC/KDo	21/01	
14/3	Technology Impact Board	PC	21/01	

	(TIB) – drafts TOR required for review in January.			
14/4	**DR Test:** Fujitsu to issue management summary of test report by early Jan	RK	7/01	
	Agree date for next rehearsal - driven by resolution plan and rollout dates	RK/ICF	ASAP	
	Provide short executive summary to LH	DJ	18/12	UPDATE (18/12) Completed.
14/5	Fujitsu to provide more detail on Framework defects and general service progress at next Framework Board	RK/MR	21/01	
14/6	Deliver and apply appropriate (not onerous) security to the Wi-Fi solution (connection for home workers). Specifically for Cafcass but also for all Flex customers. ICF and Fujitsu to agree appropriate engagement with CESG and OGC.bs to mitigate accreditation risks.	RK	21/01	
14/7	Cabinet Office requires greater confidence in Fujitsu's roll-out - over stability, performance and, in particular, service management (pilot users are raising 30 calls a day). Explain and improve.	AJ	9/01	
14/8	Mandy to review service readiness plans with each customer individually, ONS is a priority.	MR	21/01	
14/9	**CAN003 – Framework Change Request.** Workshop to be arranged early in Jan 09 with Fujitsu & ICF to: • Review and explain the breakdown of this Change Request • Seek agreement on as much as possible. • Fujitsu to consider and respond to question over benchmarking	MM/DJ	15/01	
14/10	ICF approach to agreeing Framework changes. Agreed process for agreeing Framework changes in a timely manner required (probably addressed at same meeting as action 14/9	ICF/ Fujitsu (MM)	15/01	

	above)			
14/11	**Fujitsu offered to contribute with workshop to help redefine Governance process.**	DJ	20/01	

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

Date and location of next meeting:	21 Jan 09 at 14:00 in Room G44, Admiralty Arch (South Side)