

Public Sector Flex Framework Board

Meeting name: Public Sector Flex Framework Board #13

Date of meeting: 5 November 2008
Fujitsu Services HQ
22 Baker Street
London W1U 3BW

Attendees:

Cabinet Office:
Peter Court PC, SRO
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
Steve Eyre SE, Account Manager, DIUS
Chris Drew CD, Operations Director
Muhunda Satchithananda MS, Account Director, Crossrail
Chris Garside CG, Business Unit Director
Zara Tasarkan ZT, PA to Chris Garside (minutes)

Apologies: Simon Withers SW (Hedra)

Distribution: Flex PMO, above

Notes Prepared by: Zara Tasarkan **Date of Issue:** 7 November 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

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Act. N°.	Description	Action by / when	Target date	Status / comment
4/3	Web Hosting proposals. Board concerned at having two competing shared services. Need to compare 'CIO / Club' scope and pricing vs. Flex. Peter to facilitate meeting between parties. Fujitsu then to work up proposal for Web Hosting for Flex. Need to link intranet and extranet and include collaboration between CO, Xansa & FJ.	PC / KJ Now CG	Moved to 5/11	<p>Peter agreed to facilitate setting up a meeting between parties to discuss. Peter has written to the Club to ask what they offer and contacted [REDACTED]¹. Keri offered to follow-up too. PMO activity is progressing through Kevin D. Karen wished to understand what the Club solution included (s/w and tools).</p> <p>UPDATE (16/04): Club ICF contact is now [REDACTED]², Department of Health. Karen has contact details.</p> <p>UPDATE (28/05): meeting now arranged with now [REDACTED]³ and colleague on 5 Jun (12:00 at Fujitsu, 22 Baker St.) to discuss potential integration of The Club in Flex. Attendees: KDo, DJ, MS.</p> <p>NOTE: Both ONS & DIUS have asked Fujitsu and the Club for comparative quotes for web hosting.</p> <p>UPDATE (9/07): The Club meeting (above) held but next steps not obvious. Now planning Fujitsu led workshop to identify common requirement across all Flex customers to define optimum shared offering.</p> <p>PMN: ONS has decided to take up a non-Fujitsu hosting solution so this workshop will be better delayed until more customer requirements are clear.</p> <p>UPDATE (11/09): Keep item open – allow more time for customer requirements to develop.</p> <p>Passed to Customer Requirements Board UPDATE (05/11): CLOSED</p>
5/3	Transition and Transformation indicative cost models / function point. 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.			<p>Transition model produced by [REDACTED]⁴ (CO Transition) and discussed with the Board is now being tested on prospective new Flex users - The Charities Commission and CrossRail.</p> <p>UPDATE (16/04): Now being tested in CrossRail as bid progresses.</p> <p>UPDATE (28/05): Request from customers (DIUS and others) for outline Transformation indicative model to be progressed to include a 'list of line items'.</p> <p>UPDATE (9/07): Outline cost drivers and outputs provided for Transformation model, work continues.</p> <p>Additional information to justify</p>

¹ Information redacted under s.40(2) FOIA as the information constitutes personal data of third parties, whose consent to disclose has not been given

² See footnote 1

³ See footnote 1

⁴ See footnote 1

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		RK	17/12	<p>Transformation costs required by DIUS swiftly.</p> <p>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.</p> <p>UPDATE (05/11): RK to provide business case to support Flex ICF contribution to costs.</p>
8/6	Particular needs and accessabiity. Following the letter presented by Karen there was a discussion about how Flex will cater for users with particular needs.	AL/KDo	16/04	<p>Flex accessibility advisory group to be set up and the Flex approach to meeting particular needs to be defined. KDo to seek the involvement from appropriate bodies that represent the users and assessors who will help inform this activity.</p> <p>UPDATE (16/04): KDo / AL provided a paper on the proposed objectives and agendas for the 1st two meetings on Particular Needs. Copy sent with these minutes. Meeting notices will now be sent and document mailed.</p> <p>UPDATE (28/05): KDo advised that details of a Particular Needs working group have been circulated. KJ and KDe to recommend people to sit on panel. KDo confirmed to KDe that people with disabilities would be most welcome.</p> <p>UPDATE (09/07): The particular needs group met for the first time on 3/7/08 – progress has been made towards the objective of a common approach across Flex to particular needs.</p> <p>UPDATE (11/09): Discussion raised a number of actions that are already in place from the Particular Needs Working Group. See actions 12/3 and 12/8.</p> <p>UPDATE (05/11) Passed to Particular Needs Working Group. CLOSED</p>
8/7	Lotus Notes. Following the demonstration Paul W raised a question about the timing of the Lotus Notes version of Flex on the demonstrator.	AL/JH	Now 30/9	<p>Dates for incorporating the Lotus Notes option to be agreed.</p> <p>UPDATE (16/04): Detailed planning session of next phase held week of 07/04. Plan to be provided to Paul and Keri J by Muhunda by 25/04.</p> <p>UPDATE (28/05): A basic Notes demonstrator (Mail and Calendar) will be ready to demo 3rd week June. However, workstation will not have ONS context nor applications loaded. Since this will have limited functionality the demonstration is re-planned for 3rd week Sep for a meaningful scenario.</p> <p>UPDATE (28/10): It was agreed with ONS that we would wait for the real Flex experience via the model Office when the Lotus Notes Servers are built. This is now</p>

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				<p>scheduled for first week in Dec 08 for this to be available.</p> <p>UPDATE (05/11): Passed to Technical Infrastructure Board. CLOSED</p>
8/8	<p>Andy Laidler to visit the four Flex customers, CO, ONS, DIUS & CAFCASS as an induction to his role as CTO Flex.</p>	AL	17/12	<p>Activity to understand the Flex customers.</p> <p>UPDATE (16/04): Andy has met with Lamorna and Karen and has dates in the diary for Paul & Peter.</p> <p>UPDATE (28/05): Andy has visited CO, ONS, DIUS & CAFCASS, CrossRail remains</p> <p>UPDATE (05/11): Crossrail visit outstanding</p>
9/3	<p>'TO BE' Flex Products & Services Catalogue requested by all Customers. As far as possible the Internet version of the Service Catalogue should be maintained in parallel with the Flex version to allow all customers (current and new joiners) to be working with and building the catalogue.</p>	MR	17/12	<p>UPDATE (28/05): TO-BE catalogue due to be piloted on 26 June</p> <p>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.</p> <p>UPDATE (11/09): MR provided update on the Flex To-Be Catalogue. In progress. Action kept open to conclude at next review.</p> <p>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.</p>
10/4	<p>Directory of information on Flex available to customers who have signed MoU</p>	<p>AL (for token access solution)</p> <p>CG (for info.)</p>	Now 17/12	<p>UPDATE (9/07): Token access solution available after UAT (Aug 08). Sample list of content available provided in 9/07 report.</p> <p>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.</p> <p>UPDATE (05/11): ONGOING - see slides</p>
11/1	<p>Joint Statement Of Intent required to be developed between the CO and Fujitsu</p>	KDo/MM	Now 17/12	<p>UPDATE (11/09): ICF agreement to progress as additional facilitated session at next Framework Board (probably 4 Nov 08). See action 12/6</p> <p>UPDATE (05/11): PC sees value – KJ to provide similar OGC document which was created for the Census supplier relationship</p>
11/8 & 11/9	<p>Fujitsu to update changes documentation and agree position with ICF/KDo</p>	MM ICF/KDo	ASAP	<p>UPDATE (11/09): Documentation nearly complete; will be forwarded by MM in next few days.</p>

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	ICF to review changes and discuss			UPDATE (05/11): actions 11/8 and 11/9 combined – ongoing. MM/KDo will progress to completion.
12/1	Ensuring positive communications where due. Consistent messages required across all Flex customers and users	DJ/KDo/CG	17/12	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
12/2	Transformation templates request for ICF to fund	DJ/CG	15/9	CLOSED – covered by action 5/3
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	 17/12	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 Technical Impact Board and revised TORs for the Security Working Group required. UPDATE (05/11): Principle of boards agreed but limited progress on TOR – ongoing
12/4	Ensure that the list and consistency of packaged applications is updated and accessible to the ICF and future customers	RK/MR	5/11	UPDATE (05/11): List will be distributed with minutes and included in Data Directory CLOSED
12/5	Explain the security framework for applications (whether applications were trusted by Flex or not and what that meant)	AL	5/11	UPDATE (05/11): See slide. Any further activity to be progressed by Technical Infrastructure Board CLOSED
12/7	ICF Discount	PC	17/12	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
12/8	Devolve some action areas to other Flex Boards/Working Groups	KDo	17/12	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.
12/9	Request for greater involvement of Chris Drew across Flex customers	CG	19/9	UPDATE (27/10): – Meeting between Chris Drew and Peter Court being set up – awaiting response from Peter's office UPDATE (05/11): Chris Drew in attendance / now fully engaged on Flex programme CLOSED
12/10	Will the Flex on line catalogue be able to take GPC for payment?	MR	5/11	UPDATE (05/11) See action 9/3 CLOSED
12/11	How will an organisation	AL	30/9	UPDATE (05/11): See slide. Any further

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	with both Confidential and Restricted users be able to access the same application e.g. Document records?			activity to be progressed by Technical Infrastructure Board CLOSED
12/13	Provide an open view of the deliverability of the ONS Transformation dates as soon as possible.	TH	30/9	UPDATE (05/11): plan provided CLOSED
12/9	EDRM Solution- what is the Flex offer?	CG/DJ	30/9	UPDATE (05/11): Fujitsu is working on a stand-alone solution for DIUS. ICF recommended Flex approach based on record repository functionality as opposed to workflow solution. Consider what is in use by other Flex customers. e.g. Defra based SharePoint Extension, Meridio at the CO. All parties expressed interest. Passed to Customer Requirements Board CLOSED
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	
13/2	Arrange a workshop with all parties (ICF, Flex customers, OGC.bs, CESC, Fujitsu) to discuss IL3 v4 and agree a way forward. In relation to security design issues, use CESC tracker document to review target dates and issues.	ICF/DJ	ASAP	
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 CESC and OGC on current plans.	NOTE		
13/4	DIUS should be included on rollout plan	DJ/RK	ASAP	
13/5	ONS (PW) requested evidence of service readiness prior to roll-out and would prefer a later delivery date which is achievable.	NOTE		
13/6	Crossrail (BH) asked meeting to note that their business could not accept delays because Crossrail (unlike other Flex customers) does not have a current service capable of supporting its growing user	NOTE		

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	base.			
13/7	Arrange a conference call for all ASAP to review rollout plan.	CG/DJ/ZT	w/c 10/11	
13/8	Cafcass (DS) expressed concern with respect of service deliverables. e.g. what happens if a laptop is stolen? Support for home worked? Password resets? Fujitsu to work through service processes with customers to ensure processes address local business requirements.	MR		
13/9	ONS (PW) – Fujitsu's internal costing procedure takes too long – DW suggested that a 'fast track' process should be implemented	TH	17/12	
13/10	Commercial issues - MM to provide information to show how prices have been affected by CCNs.	MM/ICF	21/11	
13/11	Create plan based on CESG targets dates plus customer requirements for review by all parties	DJ	14/11	
13/12	All customers to send comments on the GSI / CoCo letter to PC	All (ICF)	6/11 am	
13/13	PC (ICF) willing to discuss and, if possible, help with Fujitsu financial concerns. Fujitsu to consider.	CG	ASAP	

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

Date and location of next meeting:	17 Dec 08 (arrangements to be confirmed)
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Summary of actions to be passed to other Boards:

Technical Infrastructure Board

- 8/7 Lotus Notes version of Flex demonstration
- 12/4 List of packaged applications
- 12/5 Security framework for applications
- 12/11 Confidential and Restricted users access to the same application

Customer Requirements Board

- 4/3 Web Hosting proposals.
- 12/9 EDM solutions

Particular Needs Working Group

- 8/6 Particular needs