

## FLEX FRAMEWORK EXECUTIVE BOARD – 20 MAY 2010

### MINUTES

Flex Framework Executive Board (FFEB)			
3.00pm – 5.00pm, Thursday 20 May 2010			
22 Whitehall Room, KH 1.27			
<u>Authority &amp; Customer representatives</u>		<u>Fujitsu representatives</u>	
Lesley Hume, CO Karen Delafield, HMT Tim Bett, OGC Colin Shaw, ONS Kevin Doherty, CO Carly Newman, CO Simon Dawson, CO Darren Scates, CAF/CASS Bill Grant, FJAP Chair (CO)	(LH) (KDe) (TB) (CS) (KD) (CN) (DW) (DS) (BG)	Eithne Wallis CB Nigel Shaw Stuart Ebdon Rupal Karia Matt Mann Tim Cowell James Mayo Allison Smith  ,	(EW) (NS) (SE) (RK) (MM) (TC) (JM) (AS)
Apologies: Neill Goulder, CO Brian Hudson, Cr'rail			

ITEM	NOTES	ACTION	OWNER
<b>INTRODUCTIONS</b>			
<b>1. AUTHORITY OPENING STATEMENT</b>	<ul style="list-style-type: none"> <li>• (LH) The new FFEB format (ie one meeting involving all parties) aims to reflect the spirit of openness and inclusivity to the customer/Fujitsu relationship engendered and nurtured at the March 2010 Ettington Park conference;</li> <li>• Very keen to carry this legacy forward and to see the four FLEX governance boards working robustly to resolve issues swiftly and in a spirit of cooperation, elevating matters for resolution to FFEB only where necessary;</li> <li>• Reminder that we require a new customer chair for the Technology Impact Board (TIB), ideally from HMT. KDe agreed to consider identifying a suitable individual;</li> <li>• The impact of the change of government on 6 May is still unclear. But we are entering a period of considerable uncertainty given the pressure on public spending and the coalition's efforts to address the budget deficit. Demonstrating value for money, consistency and timeliness of output and transparency will be key;</li> <li>• An opportunity, therefore, for FLEX to play into the efficiency strategy and demonstrate its potential for pioneering the shared services agenda.</li> <li>• EW acknowledged the dynamic environment that we're in and the extent to which this is likely to dictate events in coming weeks and months. Acknowledgement too that IT provision will be at the forefront of the coalition's review on spending.</li> </ul>	<ul style="list-style-type: none"> <li>• HMT to consider nominations for new TIB chair</li> </ul>	KDe
<b>2. FUJITSU OPENING STATEMENT</b>	<ul style="list-style-type: none"> <li>• (NS) Brief set of slides concerning successful navigation of election IT requirements; Fujitsu's current marketing strategy; and Fujitsu's management structure;</li> </ul>	<ul style="list-style-type: none"> <li>• Slides to be circulated with minutes</li> </ul>	SD
<b>3. REVIEW OF NOTES AND ACTIONS FROM LAST MEETING</b>	<ul style="list-style-type: none"> <li>• FFEB review of the two sets of actions (State of Flux and Day One outcomes) flowing from the Ettington Park conference;</li> <li>• Actions updated and re-allocated where appropriate, with changes recorded in the action tracker (to be circulated with the minutes). Realistic timescales for actions to be agreed with owners;</li> <li>• Action headlines include:               <ul style="list-style-type: none"> <li>○ General agreement to refer State of Flux actions to the relevant governance board;</li> <li>○ Service &amp; Delivery Board (S&amp;DB) therefore to assume responsibility for</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Circulate updated Action Tracker with minutes</li> <li>• Action owners to agree target completion dates with ICF;</li> </ul>	SD  All

	actions relating to delivery deadlines; the Flex Joint Accreditation Panel (FJAP) to assume responsibility for actions relating to movement to a more efficient Flex accreditation process; and the Contract Management Board (CMB) to consider shared service issues.		
<b>4. BOARD UPDATES</b>	<ul style="list-style-type: none"> <li>• <b>TIB</b> (MM) – slide re work towards resolution of the Boldon James (data tagging) issue. Acknowledgement that this has arisen as a consequence of being in the CITRIX environment;</li> <li>• TIB to pursue a technical solution. ICF to pursue a commercial solution with Fujitsu following liaison with customer base;</li> <li>• <b>S&amp;DB</b> (DS) – board focusing on prioritising its monthly targets for the resolution of issues and defects to ensure Fujitsu are working to a more realistic set of monthly deliverables. Weekly checks will continue to help monitor progress against those issues and defects prioritised;</li> <li>• <b>FJAP</b> (MM) – Pen Testing has recommenced and is ongoing towards core accreditation later in the year;</li> <li>• (KDe) HMT are being pressed by Fujitsu for a decision on password format within the HMT environment. This will require formal agreement to change, with HMT content to fund any requisite development activity. The management of any risk associated with this password change should properly come from the SIRO, which would likely take longer than Fujitsu’s deadline. Pen Testing will help establish security integrity. Fujitsu to check the integrity of their deadline;</li> <li>• <b>CMB</b> (AS) – brief update re customer catalogue progress (see 6 below);</li> <li>• Acknowledgement that the CMB needs to be put onto a firmer footing to ensure consistency with other governance boards.</li> </ul>	<ul style="list-style-type: none"> <li>• TIB to identify Boldon James technical solution;</li> <li>• Pursue commercial solution to Boldon James issue</li> </ul> <ul style="list-style-type: none"> <li>• HMT to seek agreement from SIRO re change to password format;</li> <li>• Fujitsu to check requisite deadline to implement necessary change;</li> </ul> <ul style="list-style-type: none"> <li>• Fujitsu/ICF to consider CMB governance arrangements</li> </ul>	<p>BG/MM</p> <p>KD/SD</p> <p>KDe/BG</p> <p>MM</p> <p>AS/SD</p>
<b>5. FUNDING OF FRAMEWORK CHANGE</b>	<ul style="list-style-type: none"> <li>• (KD) – a solution is still sought to the longstanding question of how work in support of changes being made to core shared services enjoyed by multiple FLEX customers should be funded. A pragmatic approach has generally applied hitherto, but there is widespread recognition that a more robust and broadly understood process is necessary;</li> <li>• Proposals for a way forward will be circulated in due course.</li> </ul>	<ul style="list-style-type: none"> <li>• Proposals for the funding of Framework Change to be circulated</li> </ul>	<p>KD/SD</p>
<b>6. SERVICE &amp; PRODUCT CATALOGUE</b>	<ul style="list-style-type: none"> <li>• (CN) A baseline version of the Service &amp; Product catalogue will be available shortly following recent meetings to resolve outstanding issues between Fujitsu and FLEX customer representatives. A list of final actions for resolution will be circulated</li> </ul>	<ul style="list-style-type: none"> <li>• Fujitsu to circulate final actions for resolution;</li> </ul>	<p>(Since circulated)</p>

<b>UPDATE</b>	shortly.		
<b>7. CUSTOMER CONTRACT PROFORMA PROGRESS</b>	<ul style="list-style-type: none"> <li>(CN) The review of the standard customer contract is likely to be completed within the next 2-3 weeks. The FFEB expressed a hope that the number of future variances to the Proforma will in future be limited.</li> </ul>	<ul style="list-style-type: none"> <li>Complete update of Customer Contract Proforma</li> </ul>	ICF
<b>8. VOLUME REBATE</b>	<ul style="list-style-type: none"> <li>(CN) the ICF is still awaiting final responses to CN's request for information reference the volume rebate for Q4 2009/10. Rebates can be made once all information is in.</li> </ul>	<ul style="list-style-type: none"> <li>CAFCASS &amp; HMT to provide final information for volume rebate request</li> </ul>	DS/KDe
<b>9. AOB</b>	<ul style="list-style-type: none"> <li>LH invited participants to comment on the new FFEB format. All generally content; DS queried whether more from the customer side might be included in future in the authority's opening statement.</li> </ul>	<ul style="list-style-type: none"> <li>Comments to ICF re FFEB format;</li> <li>Consider content of Authority opening statement at future FFEB's</li> </ul>	All  SD/KD
<b>10. DNM</b>	<ul style="list-style-type: none"> <li>Next FFEB scheduled for 27 July 2010 (1030-1230, KH1.27).</li> </ul>		