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# Public Sector Flex Framework Board

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**Meeting name:** Public Sector Flex Framework Board #11

**Date of meeting:** 9 July 2008 Cabinet Office, Whitehall

**Attendees:**

Cabinet Office:  
Peter Court PC, SRO  
Kevin Doherty KDo, ICF

DIUS:  
Karen Delafield KDe, SRO, CTO

ONS:  
Keri Jones KJ, Head of IT Procurement  
Scott Howell SH, Director of Procurement  
Daniel Ward DW, Director of Services, Information Management Group

CAFCASS:  
Lamorna Wooderson LW, SRO Corporate Director

Cross Rail:  
Brian Hudson BH, Head of IT Development  
Phil Bennett PB, Technology Director

Hedra:  
Simon Withers SW

Fujitsu:  
Muhunda Satchithananda MS, CrossRail Account Manager  
Rupal Karia, RK Programme Manager, Framework  
Tom Roche TR, Account Manager, Education  
David Jackson DJ, Framework Director  
Andy Laidler AL, Flex CTO  
Nigel Shaw NS, Account Manager, BERR  
Tony Harrison TH, Account Manager, ONS  
Michael Martin MM, Commercial Manager  
Chris Garside CG, BUD

**Apologies:**

Paul Woobey PW, SRO ONS, CIO  
Paul Reynolds, Director of ICT, BERR  
Eithne Wallis CB, SRIE MD GBU Fujitsu  
James Harley JH, Flex Delivery Executive, Fujitsu  
Andy Laidler, Flex CTO, Fujitsu

**Distribution:** Flex PMO, above

**Notes Prepared by:** Chris Garside **Date of Issue:** 10 July 2008

**Filed in:** ProjectWeb Framework Board

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

## Key information discussed:

Plans for framework roll-out, customer updates,  
Transformation costs  
Web hosting/content management as a shared service  
CESG Security analysis

Meeting was followed by the Flex Framework Changes Review

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Act. N°.	Description	Action by / when	Target date	Actual 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 17/10		<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]<sup>1</sup>. 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]<sup>2</sup>, Department of Health. Karen has contact details.</p> <p>UPDATE (28/05): meeting now arranged with now [REDACTED]<sup>3</sup> 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 &amp; DIUS have asked Fujitsu and the Club for comparative quotes for web hosting.</p> <p><b>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.</b></p> <p><b>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.</b></p> <p><b>ONGOING</b></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	DJ/CG/TR	31/12 Now 3/09		<p>Model produced by [REDACTED]<sup>4</sup> (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>

<sup>1</sup> Redacted under s.40(2) FOIA as the information constitutes personal data of third parties whose consent to disclose has not been given.

<sup>2</sup> See footnote 1

<sup>3</sup> See footnote 1

<sup>4</sup> See footnote 1

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	enable new customers to understand the numbers and drivers.				<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><b>UPDATE (9/07): Outline cost drivers and outputs provided, work on model continues.</b></p> <p><b>Additional information to justify Transformation costs required by DIUS swiftly.</b></p> <p><b>ONGOING</b></p>
7/6	<b>TUPE.</b> The Board agreed that there needed to be a joint position on TUPE to prevent new Customers having to seek individual legal advice.	KDo / AH	23/01	31/05	<p>Peter agreed to discuss this with Jo Clift, Andy Field to forward the specific question from DIUS / CAF/CASS.</p> <p>UPDATE (16/04): Kevin D to progress into the Framework and Customer contracts with AH.</p> <p>UPDATE (28/05): This action and action 7/7 were to be discussed at a meeting between KDo and AH later in the week.</p> <p><b>UPDATE (9/07): The pro-forma Flex contract contains TUPE drafts for TUPE of Authority and existing service provider staff; the ONS contract provides a draft for TUPE of just Authority staff; and the CAF/CASS contract provides draft for TUPE of just service provider staff.</b></p> <p><b>We now have a model/standard TUPE Schedule for all scenarios and consequently future customers will not be required to take legal advice unless they have a specific non-standard requirement. Thank you ONS and CAF/CASS for helping complete the TUPE set.</b></p> <p><b>COMPLETE</b></p>
7/7	<b>Framework and Confidential Changes - Funding.</b> Peter C and Lincoln R provided a spreadsheet mapping of routes into Flex and the devices by which enter could be achieved and the changes associated to these. Peter suggested to the Board that these be funded by Fujitsu and recovered by user charges. Lincoln suggested that the ICF fund could provide the development and the user	KDo / AH	23/01	31/05	<p>Peter and Lincoln to work up a commercial approach for dealing with changes that enhance the Framework.</p> <p>UPDATE (5/03). Andrew Harte (Fujitsu) has provided an outline approach (Rules of Engagement) to Kevin D and this is under discussion within the ICF.</p> <p>UPDATE (28/05): This action and action 7/6 were to be discussed at a meeting between KDo and AH later in the week.</p> <p><b>UPDATE (9/07). The principles seemed acceptable and at the meeting above, the Cabinet</b></p>



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	charges would follow. The Board requested that the former be investigated.				Office's view was that their finalisation should be part of the "Negotiation" discussions and the Framework Agreement Schedule 10 amended as part of the consequential Change Notes to the Framework.  <b>COMPLETE</b>
8/3	Roll-out plans for CAFCASS and DIUS. Lamorna and Karen did not consider that they have enough confidence yet in the plans for their specific roll-outs	CG/JH/ TR	31/03	16/04	Set up meetings to review with Lamorna and Karen the CAFCASS and DIUS Flex roll-out planning. Meeting already arranged with Karen and Rupal Karia (FLEX transformation PGM) to address DIUS transformation detail.  UPDATE (16/04): Rupal Karia and [REDACTED] <sup>5</sup> have held meetings with Lamorna and Karen to provide more detailed understanding of Flex deployment.  <b>UPDATE (28/05): Significantly more detail on CAFCASS has been provided to Lamorna – some of this in the report circulated.</b>  <b>ONGOING (DIUS)</b>
8/4	Pilot. Following a Board request for detail on the Pilot, (slides & technical description) the activities leading up to the Pilot and its content were provided to the Board by email on 1 Feb 2008.	All	11/04	01/02	Comments on this Pilot paper welcomed (to Lincoln please). No comments or questions received at 16/04.  UPDATE (16/04): Board requested that the documents be resent and any comments or questions to be input prior to next board.  UPDATE (28/05): The paper was sent on 18 Apr.  <b>UPDATE (9/07): As we are now entering pilot suggest action is closed.</b>  <b>CLOSED</b>
8/6	Particular needs and accessability. Following the letter presented by Karen there was a discussion about how Flex will cater for users with particular needs.	AL/KDo	16/04		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.  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.  UPDATE (28/05): KDo advised that details of a Particular Needs

<sup>5</sup> See footnote 1

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					<p>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><b>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</b></p> <p><b>ONGOING</b></p>
8/7	<p><b>Lotus Notes. Following the demonstration Paul W raised a question about the timing of the Lotus Notes version of Flex on the demonstrator.</b></p>	AL/JH	31/03		<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><b>UPDATE (28/05): A basic Notes demonstrator (Mail and Calendar) will be ready to demo 3<sup>rd</sup> week June. However, workstation will not have ONS context nor applications loaded. Since this will have limited functionality the demonstration is re-planned for 3<sup>rd</sup> week Sep for a meaningful scenario.</b></p> <p><b>ONGOING</b></p>
8/8	<p><b>Andy Laidler to visit the four Flex customers, CO, ONS, DIUS &amp; CAFCASS as an induction to his role as CTO Flex.</b></p>	AL	30/04		<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 &amp; Peter.</p> <p><b>UPDATE (28/05): Andy has visited CO, ONS, DIUS &amp; CAFCASS, CrossRail remains.</b></p> <p><b>ONGOING</b></p>
9/2	<p><b>'AS IS' Service Catalogue requested by ONS / DIUS.</b></p>	TR	13/6		<p>UPDATE (28/05): AS-IS catalogue due to be provided to ONS on 14th Jun. Date for DIUS catalogue to be provided.</p> <p><b>UPDATE (9/07): ONS catalogue still being prepared – likely to be out early Sep. Date for DIUS catalogue to be provided</b></p> <p><b>ONGOING</b></p>
9/3	<p><b>'TO BE' Flex Products &amp; Services Catalogue requested by all Customers.</b></p>	JH	28/05		<p>UPDATE (28/05): TO-BE catalogue due to be piloted on 26 June</p> <p><b>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</b></p>

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					(standard supply) will be available soon after the catalogue functionality is available <b>ONGOING</b>
10/1	Acceptance into service for the RESTRICTED CAF/CASS service.	KDe	Early Aug		Fujitsu to provide a description of the acceptance testing criteria required.  ONS, DIUS, CAF/CASS and CO to identify areas of this acceptance process that they can take on.  <b>UPDATE (9/07):</b> Revised UAT process explained – CAF/CASS will test what it can (48 of the 77 Restricted requirements). Other requirements will be tested as more customers come on to Restricted Flex. KD asked that DIUS/other customers join in with the CAF/CASS UAT. Suggest that DIUS/others liaise directly with CAF/CASS. <b>ONGOING</b>
10/2	Framework Changes review. To be scheduled immediately after the next Flex Framework Board (#11). 10:30 to 12:00 on 9 Jul 08	CG	2/06	9/07	Meeting held 9 July 08  <b>COMPLETED</b>
10/3	Cross Rail – GSi or GSX? Meeting to be scheduled. (for information: GSI meeting to be held on 2 Jun 08)	MS	2/06	2/06	Meeting held, decision GSi  <b>COMPLETED</b>
10/4	Directory of information on Flex available to customers who have signed MoU	MU/AL (for token access solution)  CG for info.	27/06		<b>UPDATE (9/07):</b> Token access solution available after UAT (Aug 08). Sample list of content available provided in 9/07 report.  <b>ONGOING</b>
10/5	Set up of Demonstrator for Sport England (350 seats) in mid Jun	JH	13/06	26/06	<b>UPDATE (9/07):</b> Demonstration (as shown to CAF/CASS 26 June) available as required.  <b>COMPLETED</b>
11/1	Joint Statement Of Intent required to be developed between the CO and Fujitsu	KDo/MM	03/09		
11/2	Fujitsu lead to investigate potential of Flex for Sport England to be identified to <span style="background-color: black; color: black;">[REDACTED]</span> <sup>6</sup>	CG	10/07		PMN: Kieren Hutchings of Fujitsu has made contact with SW. <b>COMPLETED</b>
11/3	Clarify scope of training in Core Flex and within Transformation	MM	03/09		
11/4	a. Arrange date and venue	a. CG	03/09		

<sup>6</sup> See footnote 1

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	for next Framework Board (see below). b. Agree agenda	b. PC/KDo/ CG			
11/5 (Change )	Provide list of all changes	MM	04/08		
11/6 (Change )	Clarify the position on spare user devices	MM	04/08		
11/7 (Change )	Clarify the position on consumables	MM	04/08		
11/8 (Change )	Fujitsu to update changes documentation and agree position with ICF/KDo	MM	04/08		
11/9 (Change )	ICF to review changes and discuss	ICF/KDo	03/09		
A.O.B	N.F.A				MEETING CLOSED

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

<b>Date and location of next meeting:</b>	<p>Date in first half of September, precise date tbc. Will be off-site, include an overnight and sessions over one day including (more detailed agenda tbc):</p> <ul style="list-style-type: none"> <li>• ICF only (not Fujitsu)</li> <li>• Framework Board</li> <li>• ICF Governance</li> <li>• Changes Review</li> </ul>
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