Meeting name: **Public Sector Flex Framework Board #16**

Date of meeting: 4th March 2009   Cabinet Office
Kh.1.28, 22 Whitehall

Attendees: <u>Cabinet Office</u>:
Lesley Hume LH, SRO
Matthew Horrox, MH, Flex Project Manager
Simon Parker, SM, Consultant
Carly Newman, CM, Flex Framework
Kevin Doherty KDo, ICF

<u>Treasury</u>:
Karen Delafield KDe, Group Head of Information Services & Facilities
<u>ONS</u>:
Paul Woobey PW, SRO ONS, CIO
Simon Field, SF, Chair, Technical Impact Board
Daniel Ward DW, Director of Services, Information Management Group
<u>CAFCASS</u>:
Lamorna Wooderson LW, SRO Corporate Director
Darren Scates DS, Head of IT

<u>Crossrail</u>:
Brian Hudson BH, Head of IT Development, CrossRail

<u>Fujitsu</u>:
Eithne Wallis CB, EW, SRIE MD Government Fujitsu
Rupal Karia RK, Programme Manager, Framework
Mandy Roberts MR, Service Director
Mark Ursell, MU, Flex CTO (acting)
Tony Harrison TH, Account Manager, ONS
Vince Fullwood, VF, Commercial Manager
Lincoln Redding, LR, Account Director, CAFCASS
Nigel Naylor-Smith, NN-S, Account Director, Crossrail
Andy Jarman AJ, Account Director, Cabinet Office
Chris Drew CD, Flex Framework Director
Tom Roche TR, Flex Sales
Chris Garside CG, Business Unit Director

Flex PMO, above

Distribution:

Notes Prepared by:	Chris Drew	**Date of Issue:**	12 March 2009
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~~ Now 15/04	Transition model produced by ███ ███[1] (CO Transition) and discussed with the Board is now being tested on prospective new Flex users – The Charities 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. **UPDATE (04/03): Proposal for the Transformation template work has been submitted to DIUS. Copy to be provided to KDe**
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. COMPLETE.**
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.

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

				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. 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. **UPDATE (04/03) MR confirmed Catalogue available to Restricted users users.** **COMPLETE**
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.** **UPDATE (03/03). MR confirmed that this information is now available.** **COMPLETE**
11/1	Joint Statement Of Intent required to be developed between the CO and Fujitsu	KDo/VF	Now 15/04	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. **UPDATE (03/03) Now being progressed through Stream 3 of the commercial negotiations.**
12/1	**Ensuring positive communications where due. Consistent messages required across all Flex customers and users**	CD/KDo	Now 15/04	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. **UPDATE (03/03) Communications Plan now being created. It was agreed that until Flex has successfully rolled out to a wider user based this would be postponed.**
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 now LH KDo	Now 15/04	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 **UPDATE (04/03) Ongoing**
12/7	**ICF Discount**	PC now LH	Now 15/04	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 **UPDATE (04/03) 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** **UPDATE (03/03) Boards now created.** **CLOSED**
13/5	**ONS (PW) requested evidence of service readiness prior to roll-out and would prefer a later delivery date which is**	NOTE		UPDATE (17/12) Noted – revised roll-out date set. PW reinforced need to stick to this date. On-going **UPDATE (04/03) Ongoing**

	achievable.			
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. **UPDATE (04/03) Reiterated**
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	Now 15/04	**UPDATE (04/03) Service Readiness work with Cafcass (& other customers) has been progressed over recent weeks; activity continues. On-going**
13/9	ONS (PW) – Fujitsu's internal costing procedure takes too long – DW suggested that a 'fast track' process should be implemented	TH	Now 15/04	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. **UPDATE (04/03) In progress**
13/12	All customers to send comments on the GSI / CoCo letter to PC	All (ICF)	21/01	**UPDATE (17/12) Continues 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	LH/KDo	21/01	**UPDATE (04/03) Now part of Stream 1 of commercial negotiations.** **CLOSED**
14/3	Technology Impact Board (TIB) – drafts TOR required for review in January.	PC	21/01	**UPDATE (04/03) The TOR have been created and agreed.** **CLOSED**
14/4	DR Test: Fujitsu to issue management summary of test report by early Jan Agree date for next rehearsal – driven by resolution plan and rollout dates	CD	Now 31/03 ASAP	UPDATE (04/03) Action to be completed UPDATE (04/03) Action to be completed
	Provide short executive summary to LH	DJ	18/12	**UPDATE (04/03) Delivered CLOSED**
14/5	Fujitsu to provide more detail on Framework defects and general service progress at next Framework Board	RK/MR	21/01	**UPDATE (04/03) Details of defects being managed for each customer and details shared with each. Framework Board to receive an update only.** **CLOSED**
14/6	Deliver and apply appropriate (not onerous) security to the Wi-Fi solution (connection for home workers).	RK	Now 15/04	**UPDATE (04/03) Bill Grant provided agreement to use Wi-Fi subject to WPA2. Fujitsu working on a solution that only allows access via this route**

	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.			On-going
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	Now 15/04	UPDATE (04/03) On-going
14/8	Mandy to review service readiness plans with each customer individually, ONS is a priority.	MR	Now 15/04	UPDATE (04/03) On-going
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	UPDATE (04/03) This is now part of Stream 2 of the commercial negotiations. CLOSED
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 above)	ICF/ Fujitsu (VF)	Now 15/04	UPDATE (04/03) On-going
14/11	Fujitsu offered to contribute with workshop to help redefine Governance process.	DJ	20/01	UPDATE (04/03) Now part of Stream 3 of the commercial negotiations. CLOSED
16/1	Provide the designs for WiFi to the Technical Impact Board	MU	13/03	
16/2	Agree on a timetable for provision of updated consolidated transformation plans	CD/LH	31/03	
16/3	Create a forum across Flex delivery teams to ensure that lessons learned with one Flex customer are with all other delivery teams.	CD	31/03	
16/4	Provide a paper to the Framework Board describing project governance across Flex	CD	31/03	

	customers			
16/5	Provide the Framework Board with the Flyer describing the Data Dictionary documents that are available	MR	20/03	
16/6	Include the actions passed to other boards at previous Framework Boards into this boards action items (see below)	CD	13/03	**COMPLETE**
16/7	TIB to review the particular needs action (see below) and report back to the next Framework Board on progress	SF	15/04	

Actions Passed to other Boards				
TECHNICAL IMPACT BOARD				
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	Dates for incorporating the Lotus Notes option to be agreed. 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. UPDATE (28/05): A basic Notes demonstrator (Mail and Calendar) will be ready to demo 3 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 week Sep for a meaningful scenario. 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 scheduled for first week in Dec 08 for this to be available. **UPDATE (05/11): Passed to Technical Infrastructure Board. 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**
12/11	How will an organisation with both Confidential and Restricted users be able to access the same application e.g. Document records?	AL	30/9	**UPDATE (05/11): See slide. Any further activity to be progressed by Technical Infrastructure Board** **CLOSED**
CUSTOMER REQUIREMENTS BOARD				
4/3	Web Hosting proposals. Board concerned at having two competing shared	PC / KJ Now CG	Moved to 5/11	Peter agreed to facilitate setting up a meeting between parties to discuss. Peter has written to the Club to ask what

	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.			they offer and contacted ████████[2]. 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). UPDATE (16/04): Club ICF contact is now ████ ██[3], Department of Health. Karen has contact details. UPDATE (28/05): meeting now arranged with now ████████[4] 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. NOTE: Both ONS & DIUS have asked Fujitsu and the Club for comparative quotes for web hosting. 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. 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. UPDATE (11/09): Keep item open – allow more time for customer requirements to develop. **Passed to Customer Requirements Board** **UPDATE (05/11): 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**
PARTICULAR NEEDS WORKING GROUP				
8/6	**Particular needs and accessibility. 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

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[2] See footnote 1
[3] See footnote 1
[4] See footnote 1

					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 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. 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. 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. **UPDATE (05/11)** **Passed to Particular Needs Working Group. CLOSED**

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

Date and location of next meeting:	15 April 2009 14:00 – 17:00, Room Kh.1.28, 22 Whitehall