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# Public Sector Flex Framework Board

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**Meeting name:** Public Sector Flex Framework Board #12

**Date of meeting:** 11 September 2008 Ettington Park Hotel, Stratford

**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, Head of IT Procurement  
Daniel Ward DW, Director of Services, Information Management Group

CAFCASS:  
Lamorna Wooderson LW, SRO Corporate Director

Fujitsu:  
Rupal Karia, RK Programme Manager, Framework  
Tom Roche TR, Account Manager, Education  
David Jackson DJ, Framework Director  
Mandy Roberts MR, Service Director  
Andy Laidler AL, Flex CTO  
Tony Harrison TH, Account Manager, ONS  
Michael Martin MM, Commercial Manager  
Russell Goodenough (Programme Manager, CAFCASS)  
Keith Moore KM CSA, BERR  
Chris Garside CG, BUD

**Apologies:**

Brian Hudson BH, Head of IT Development, CrossRail  
Phil Bennett PB, Technology Director, CrossRail  
Paul Reynolds, Director of ICT, BERR  
Eithne Wallis CB, SRIE MD GBU Fujitsu  
Nigel Shaw NS, Account Manager, BERR  
Simon Withers SW (Hedra)  
James Harley JH, Flex Delivery Executive, Fujitsu

**Distribution:** Flex PMO, above

**Notes Prepared by:** Chris Garside **Date of Issue:** 14 September 2008

**Filed in:** ProjectWeb Framework Board

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

## Key information discussed:

Action update  
Plans for framework roll-out  
Customer updates  
Transformation costs  
Update on current activity  
Status of changes  
ICF Governance  
Security

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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]<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>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><b>UPDATE (11/09): Keep item open – allow more time for customer requirements to develop.</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 enable new customers to understand the numbers and drivers.	DJ/CG/TR	Now 5/11	<p>Transition 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> <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 Transformation costs required by DIUS swiftly.</p>

<sup>1</sup>Information 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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				<p><b>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.</b></p> <p><b>ONGOING</b></p>
8/3	<p><b>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</b></p>	CG/JH/ TR	31/03	<p>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.</p> <p>UPDATE (16/04): Rupal Karia and Steve Nye have held meetings with Lamorna and Karen to provide more detailed understanding of Flex deployment.</p> <p>UPDATE (28/05): Significantly more detail on CAFCASS has been provided to Lamorna – some of this in the report circulated.</p> <p>ONGOING (DIUS)</p> <p><b>UPDATE (11/09): CAFCASS plans are in detail – and living! DIUS plans will be prepared in detail to support decision to proceed with Flex.</b></p> <p><b>CLOSED</b></p>
8/6	<p><b>Particular needs and accessability. Following the letter presented by Karen there was a discussion about how Flex will cater for users with particular needs.</b></p>	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 1<sup>st</sup> 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><b>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.</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</b></p>	AL/JH	Now 30/9	<p>Dates for incorporating the Lotus Notes option to be agreed.</p> <p>UPDATE (16/04): Detailed planning</p>



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	the Lotus Notes version of Flex on the demonstrator.			<p>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	Andy Laidler to visit the four Flex customers, CO, ONS, DIUS & CAFCASS as an induction to his role as CTO Flex.	AL	Now 30/09	<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	'AS IS' Service Catalogue requested by ONS / DIUS.	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>UPDATE (9/07): ONS catalogue still being prepared – likely to be out early Sep. Date for DIUS catalogue to be provided.</p> <p><b>UPDATE (11/09): MR provided update on As-Is catalogue.</b></p> <p><b>CLOSED</b></p>
9/3	'TO BE' Flex Products & Services Catalogue requested by all Customers.	JH	Now 05/11	<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><b>UPDATE (11/09): MR provided update on the Flex To-Be Catalogue. In progress. Action kept open to conclude at next review.</b></p> <p><b>ONGOING</b></p>
10/1	Acceptance into service for the RESTRICTED CAFCASS service.	KDe	Early Aug	<p>Fujitsu to provide a description of the acceptance testing criteria required.</p> <p>ONS, DIUS, CAFCASS and CO to identify areas of this acceptance process that they can take on.</p> <p>UPDATE (9/07): Revised UAT process explained – CAFCASS 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 CAFCASS UAT. Suggest that DIUS/others liaise directly with CAFCASS.</p> <p><b>UPDATE (11/09): UAT already in</b></p>

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				process. <b>CLOSED</b>
10/4	Directory of information on Flex available to customers who have signed MoU	AL (for token access solution)  CG (for info.)	Now 5/11	UPDATE (9/07): Token access solution available after UAT (Aug 08). Sample list of content available provided in 9/07 report.  <b>UPDATE (11/09):</b> Progress update provided by CG. Initial information library to be ready by early Nov. Token access requires minimum order of 3,500 to initiate.  <b>ONGOING</b>
11/1	Joint Statement Of Intent required to be developed between the CO and Fujitsu	KDo/MM	Now 5/11	UPDATE (11/09): ICF agreement to progress as additional facilitated session at next Framework Board (probably 4 Nov 08). See action 12/6  <b>ONGOING</b>
11/3	Clarify scope of training in Core Flex and within Transformation	MM	03/09	UPDATE (11/09): Details in letter to ICF, copy attached in email with these minutes. <b>CLOSED</b>
11/4	a. Arrange date and venue for next Framework Board (see below). b. Agree agenda	a. CG  b. PC/KDo/CG	03/09	<b>CLOSED</b>
11/5 (Change)	Provide list of all changes	MM	04/08	UPDATE (11/09): List of all changes attached in email with these minutes <b>CLOSED</b>
11/6 (Change)	Clarify the position on spare user devices	MM	04/08	UPDATE (11/09): Details in letter to ICF, copy attached in email with these minutes. <b>CLOSED</b>
11/7 (Change)	Clarify the position on consumables	MM	04/08	UPDATE (11/09): Details in letter to ICF, copy attached in email with these minutes. <b>CLOSED</b>
11/8 (Change)	Fujitsu to update changes documentation and agree position with ICF/KDo	MM	Now 22/9	UPDATE (11/09): Documentation nearly complete; will be forwarded by MM in next few days. <b>ONGOING</b>
11/9 (Change)	ICF to review changes and discuss	ICF/KDo	03/09	<b>ONGOING</b>
12/1	Ensuring positive communications where due. Consistent messages required across all Flex customers and users	DJ/KDo/CG	30/9	One approach would be to seek views from converted CO users and use these for positive messages ahead.
12/2	Transformation templates request for ICF to fund	DJ/CG	15/9	
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	30/9	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.

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12/4	Ensure that the list and consistency of packaged applications is updated and accessible to the ICF and future customers	RK	5/11	
12/5	Explain the security framework for applications (whether applications were trusted by Flex or not and what that meant)	AL	5/11	
12/6	a. Arrangements for next Framework Board on 4 & 5 Nov combined with Joint Statement of Intent - facilitated workshop. b. Agree agenda	CG & KDo	30/9	
12/7	ICF Discount	PC	5/11	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.
12/8	Devolve some action areas to other Flex Boards/Working Groups	CG/KDo	5/11	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 devolvment to be agreed
12/9	Request for greater involvement of Chris Drew across Flex customers	CG	19/9	
12/10	Will the Flex on line catalogue be able to take GPC for payment?	MR	5/11	
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	
12/13	Provide an open view of the deliverability of the ONS Transformation dates as soon as possible.	TH	30/9	
A.O.B				
12/9	EDRM Solution- what is the Flex offer?	CG/DJ	30/9	
				<b>MEETING CLOSED</b>

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

<b>Date and location of next meeting:</b>	TBC. Likely to be from p.m. 4 <sup>th</sup> Nov (for a session on the Joint Statement of Intent) with an overnight and the framework board starting a.m. 5 <sup>th</sup> Nov.
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