
Public Sector Flex Framework Board

Meeting name: Public Sector Flex Framework Board #20

Date of meeting: 22nd September 2009 Cabinet Office

Attendees: Authority & Customer representatives

Kevin Doherty, CO
Carly Newman, CO
Daniel Ward, CO
Karen Delafield, HMT
Lamorna Wooderson, CAFCASS
Peter Court, DIUS
Simon Field, ONS
Paul Woobey, ONS
Brian Hudson, Crossrail

Fujitsu:

Chris Drew
Nigel Shaw
Vince Fullwood
Stuart Ebdon
Rupal Karia
Malcolm Guard
Samantha Lewis

Distribution: Flex PMO, above

Notes Prepared by: Samantha Lewis **Date of Issue:** 14/10/09

Filed in: ProjectWeb Framework Board

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

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Act. N°.	Description	Action by / when	Target date	Status / comment
12/1	Ensuring positive communications where due. Consistent messages required across all Flex customers and users	JM	On hold	<p>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.</p> <p>UPDATE (03/3) Communications Plan now being created. It was agreed that until Flex has successfully rolled out to a wider user based this would be postponed.</p> <p>UPDATE: Plan remains on hold. James Mayo has started as Fujitsu Sales Lead for Flex and will pick communications up when we agree to move it forward.</p>
12/7	ICF Discount	VF	21/10	<p>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.</p> <p>UPDATE (17/12) Ongoing</p> <p>UPDATE (22/7) Proposed for closure, board asked for this to remain open until DW and VF have completed governance work.</p> <p>UPDATE: Ongoing. VF to review and respond to spreadsheet from DW clarifying the current status of ICF Discounts.</p>
19/1	DW & CD to meet to enable Fujitsu to understand the flow of information under the new governance structure	NS	21/10	<p>UPDATE: Ongoing. Revised Governance Principles v2.0 document has been issued, to be signed off by NS.</p>
19/2	CD & DW to meet and agree the process for clarifications and additions to be incorporated into the Product and Services Catalogue.	VF	21/10	<p>UPDATE: Ongoing. For particular needs this should be done as a change request. For new catalogue items/catalogue changes we will need a new process, VF to provide some proposals/constructs for review.</p>
19/3	SE to forward a soft copy of the 'Service Improvement Plan' to CN for distribution to all FFEB members.	SE/CN		<p>UPDATE: CLOSED</p>
19/4	RK to investigate how information is provided to CO to ensure its accuracy.	RK	21/10	<p>UPDATE: CLOSED</p>
19/5	CD & DW to ensure all outcomes of the Major Incident work are	CD/DW	Issue Report: 25/9	<p>UPDATE: Ongoing. Outcomes of the work to date have been communicated by CD to DW and through to all Flex</p>

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	disseminated to all flex customers.			Customers. Presentation on Red Alert given at Framework Board Meeting on 22/9, Red Alert report issued on 25/9. DW to set up a fortnightly audio to monitor the progress of the Red Alert.
19/6	DS to provide DW with dial in details to enable him to join the daily audio updated DS will receive from Fujitsu on the Major Incident.	DS		UPDATE: CLOSED
19/8	DW arrange meeting to discuss further use of ONS connection.	DW		UPDATE: CLOSED
19/9	BG to send CD a copy of the final version of the AWG minutes.	BG/CN	21/10	UPDATE (22/9) CN to send a follow up to BG. UPDATE: Ongoing. Minutes not received to date, To be sent on to NS.
19/10	CN to ensure particular needs list is distributed to all customers.	CN	21/10	UPDATE: Ongoing.
20/01	SE to forward Framework Product and Service Catalogue to CN	SE	21/10	UPDATE: Product and Services Catalogue sent. SE has been asked to update this with Prices & Descriptions. Ongoing.
20/02	CN to discuss ONS Contractual Issue with EW	CD	21/10	UPDATE: CLOSED CD has escalated issue to EW
20/03	IL4 Aggregator CoCo: Three outstanding issues to be escalated by BG at the next GSI AWG.	BG	21/10	

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

Date of next meeting:	21st October 2009
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