

**FLEX: FRAMEWORK EXECUTIVE BOARD**

**MINUTES**

Subject:	Flex Framework Executive Board			
Date & Time:	3.00pm – 5.00pm, Wednesday 21 <sup>st</sup> October 2009			
Place:	Admiralty Arch Rm G.44 (Northside)			
Attendees:	<u>Authority &amp; Customer representatives</u>  Kevin Doherty, CO (KD) Carly Newman, CO (CN) Daniel Ward, CO (DW) Karen Delafield, HMT (KDe) Paul Woobey, ONS (PW) Lesley Hume, CO (LH) Chris Thirkell (CT) Tim Bett, OGC (TB) Darren Skates, CAF/CASS (DS) Neill Goulder, CO (NG)		<u>Fujitsu representatives</u>  Vince Fullwood (VF) Stuart Ebdon (SE) Rupal Karia (RK) Malcolm Guard (MG) Nigel Shaw (NS) Samantha Lewis (SL) Naomi Stratford (NS)	
Apologies:	Brian Hudson, Crossrail (BH) Simon Field, ONS (SF) Peter Court, DIUS (PC) Julian Hackett, Buying Solutions (JH) Colin Shaw, ONS (CS)		Eithne Wallis CB, (EW)	

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**PURPOSE**

Update and review of progress across the Flex Framework which has taken place in the last month.

This is a Full Flex Framework Executive Board meeting with both Customer and Supplier sides represented.

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**AGENDA**

<b>ITEM</b>	<b>DESCRIPTION</b>
1	Actions from the previous board
2	Headline Progress
3	Hot Topic: Red Alert

ITEM	NOTES	ACTION	OWNER
1.	<p>Fujitsu Attendees joined the meeting and LH gave a statement. A synopsis of this is shown below:</p> <p>All Flex Framework Customers remain 100% committed to making Flex work. However, issues with performance and implementation of the Flex system have meant that all Flex customers have a lack of confidence in the products and the project has lost a significant amount of credibility.</p> <p>Gus O'Donnell (CO Permanent Secretary) has recently been before the Parliamentary Committee to give his full support to the Flex project and he has reiterated that he is aware that this has not been an easy product to develop and that he is not surprised that customers have encountered issues.</p> <p>The rollout at Cafcass has been positive with a good implementation of the system; however, Cafcass continue to suffer from significant performance and service management issues.</p> <p>At the CO, Fujitsu have failed to meet Service Readiness criteria and narrowly escaped a 'red' OGC Gateway Review (this was recorded as 'amber' as a result of the work by the CO Transformation Project Team). The CO Flex Project Board has stated that they have 'zero confidence' in the Flex system and that CO 'user confidence is at an all time low'.</p> <p>ONS have encountered significant issues from the start of their contractual negotiations and are now investigating their options for formal termination.</p> <p>The corporate 'Red Alert' which begun on the 22<sup>nd</sup> July has had some positive attributes</p>		

	<p>but for the last 2 months the customers have been shown numerous presentations detailing Fujitsu's intentions for improvement but little evidence of real progress.</p> <p>All customers (with the exception of HMT) have escalated their concerns to Roger Gilbert. EW was not attending today's board and was also unavailable for the board the previous month. It was with great regret that all customers jointly agreed to cancel the Flex Framework Executive Board and escalate the issues detailed above to Roger Gilbert as a joint customer base.</p> <p>All customers are committed to making Flex work and will give Fujitsu their full support in resolving these issues.</p> <p>Following this statement, the meeting was disbanded</p>		
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