

FLEX: FRAMEWORK EXECUTIVE BOARD

MINUTES

Subject:	Flex Framework Executive Board			
Date & Time:	3.00pm – 5.00pm, Thursday 19 th November 2009			
Place:	Admiralty Arch Rm G.45 (Northside)			
Attendees:	<u>Authority & Customer representatives</u> Lesley Hume, CO (LH) Kevin Doherty, CO (KD) Carly Newman, CO (CN) Daniel Ward, CO (DW) Karen Delafield, HMT (KDe) Darren Scates, CAF/CASS (DS) Tim Bett, OGC (TB) Simon Field, ONS (SF)		<u>Fujitsu representatives</u> Eithne Wallis CB (EW) Nigel Shaw (NS) Stuart Ebdon (SE) Rupal Karia (RK) Naomi Stratford (NS) Rob Norris (RN) Steven Davis (SD)	
Apologies:	Paul Woobey, ONS (PW) Brian Hudson, Crossrail (BH) Chris Thirkell (CT) Colin Shaw, ONS (CS)		,	

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.

AGENDA

ITEM	DESCRIPTION
1	Customer Feedback
2	Headline Progress
3	Hot Topic: Red Alert

ITEM	NOTES	ACTION	OWNER
INTRODUCTIONS	LH welcomed Fujitsu attendees to the meeting and introductions took place.		
1. CUSTOMER FEEDBACK	<p>LH summarised current customer experience of the Flex system, noting that there are some ongoing issues and that more cohesion is required on a formal basis to address these. Overall LH felt that there has been a more co-ordinated approach.</p> <p>EW said she was pleased to hear that co-ordination is shaping up and that some of the new senior staff brought onto the programme by NS have made some improvements.</p> <p>LH said that at present there are a number of work streams (S&DB, TIB etc) however, as these meet on a monthly basis there is a requirement to check progress more frequently, therefore weekly calls are required. There is also a need for Fujitsu to push forward with improvements to the performance data that customers receive to ensure that it reflects the user experience. This was part of the 28 day plan which Fujitsu have not yet achieved. This will need to be addressed over the next 7 day period.</p> <p>Over the next 28 days, customers have agreed Fujitsu must focus on</p> <ul style="list-style-type: none"> • Usability • Defects • Incidents <p>Customers agreed to meet with Fujitsu as soon as possible after the Framework board to look at prioritising work and agreeing success criteria.</p> <p>LH asked KDe to provide some feedback on her experience of HMT's confidential rollout. KDe explained that it was to everyone's credit that HMT went live on the 16th November, however they had found themselves 2 months behind target 2weeks prior to rollout. KDe noted that RK made a big difference, changing the programmes priorities to allow HMT confidential to be delivered on time. This showed KDe what can be achieved and HMT's project board were impressed by the problem free rollout.</p>	<p>CD to discuss the ONS contractual issue with EW as soon as possible.</p>	<p>CD</p>

	<p>In terms of lessons learnt from the confidential rollout in preparation for the restricted rollout at HMT in April, KDe feels that Fujitsu have many project managers but few CSAs which means that staff often have little understanding of the product they are trying to deliver. In addition, it is vital that one individual owns the programmes and has a very clear understanding of what they need to deliver. LH echoed KDe's comments, reiterating that the correct personnel are essential to deliver Flex projects successfully.</p>		
<p>2. FUJITSU SLIDE PRESENTATION ON HEADLINE PROGRESS</p>	<p><i>Refer to slide pack entitled 'Flex Framework Board #22'</i></p> <p>The following comments were made on this slide pack:</p> <p>Organisational change – KD asked where the security dimension is contained within the organisational structure. NS responded that this function sits within operations but also links across all areas of the structure.</p> <p>Fujitsu Redundancies – DS asked if there are Flex resources on Fujitsu's voluntary redundancy list. NS confirmed that there are 3 people across all the Flex teams who have taken voluntary redundancy and all of these sit within telephony at the CO and that business continuity is guaranteed and that Andy Jarman is working with the CO to address this issue.</p> <p>DS asked NS to explain whether customers will be impacted by the number of engineers which are being made redundant as this will reduce the pool of resource available to respond to incidents. NS assured DS that a suitable level of resource will be maintained to meet customer needs.</p> <p>General Performance Issues – Thin Client Devices – KD asked RN what causes the differences in the size of Flex profiles. RN responded that it is dependant upon what type of software customers use.</p> <p>Cafcass Specific Items – LH agreed that if required she facilitate a meeting between C&W and Fujitsu.</p> <p>Statistics – RN walked customers through the performance statistics in the slide set. DS agreed that it is positive that customers are now receiving some data, but reiterated</p>		

	<p>the need for Fujitsu to be able to interpret this data in order to provide an adequate response to the requirements of the 28 day performance plan. NS asked if customers would consider downgrading the red alert. DW responded that customers will need to meet off line to consider a response to this request.</p> <p>Service Management – Success Criteria of the 28 day service management plan to be looked at, at the Service and Delivery Board.</p>	<p>DW to arrange for customers to discuss downgrading the red alert.</p>	<p>DW</p>
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