

## FLEX FRAMEWORK EXECUTIVE BOARD – 27 JULY 2010

### MINUTES

Flex Framework Executive Board (FFEB)			
1030 – 1230, Tuesday 27 July 2010			
22 Whitehall Room, KH 1.27			
<u>Authority &amp; Customer representatives</u>		<u>Fujitsu representatives</u>	
Lesley Hume, CO (Chair)	(LH)	Eithne Wallis CB	
Phil Urquhart, HMT	(PU)	Nigel Shaw	(EW)
Kevin Doherty, CO	(KD)	Stuart Ebdon	(NS)
Simon Dawson, CO	(SD)	Matt Mann	(SE)
Darren Scates, CAF/CASS	(DS)	Tim Cowell	((MMann)
Bill Grant, FJAP Chair (CO)	(BG)	James Mayo	(TC)
Neill Goulder, CO	(NG)	Michael Martin	(JM)
Brian Hudson, Crossrail	(BH)		(MM)
Apologies: Tim Bett, OGC Colin Shaw, ONS			

ITEM	NOTES	ACTION	OWNER
<b>1. AUTHORITY OPENING STATEMENT</b>	<ul style="list-style-type: none"> <li>(LH) The contract renegotiation process is now underway, with 19 suppliers meeting Ministers in the next few days. A lead negotiator is being appointed for each supplier. CIO attendance is mandatory;</li> <li>Meeting re FSL is to take place on Thursday 29 July. Current focus is on getting ready for that session;</li> </ul>		
<b>2. FUJITSU OPENING STATEMENT</b>	<ul style="list-style-type: none"> <li>(EW) the renegotiation process is consuming a considerable amount of FSL time, but keen to stress it is not interfering with day to day (Flex) business;</li> <li>Clear that renegotiations discussions will be robust, with expectations about what can be achieved in terms of savings;</li> <li>The moratorium has, unsurprisingly, hit hard, with significant impact on 'churn' and sales. Understanding within FSL is that the moratorium will be in place until the end of the financial year;</li> <li>(NS) Profit in relation to Flex comes with growth: if it is possible to commit to big numbers of users, substantial savings can be offered;</li> <li>FSL always looking at the critical mass for Flex;</li> </ul>		
<b>3. 28 MAY MINS / ACTIONS</b>	<ul style="list-style-type: none"> <li>The minutes of the 28 May FFEB were agreed;</li> </ul>		
<b>4. ETTINGTON PARK OUTCOMES</b>	<ul style="list-style-type: none"> <li>(SD) FFEB should review progress against the two sets of actions (State of Flux and Day One outcomes) from the March 2010 Ettington Park conference;</li> <li>State of Flux actions to be reviewed during board updates;</li> <li>Day One actions updated and consolidated where appropriate, with changes recorded in the action tracker (to be circulated with the minutes);</li> <li>Action headlines:               <ul style="list-style-type: none"> <li>7 (comms strategy): concern is to avoid promulgating different messages about Flex across Flex estate. SD taking forward with FSL Framework Account manager, Andy Jones under action 20 (Lessons Learnt);</li> <li>26 (Funding Framework Change): FFEB agreed there is still a desire to identify a way of sharing costs, but little appetite to develop a specific formula for the purpose. FSL agreed to prepare a one page options paper;</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Circulate updated Action Tracker with minutes</li> <li>SD to discuss comms strategy further with Andy Jones</li> <li>FSL to prepare brief funding framework change paper</li> </ul>	<p>SD</p> <p>SD</p>

<p><b>4. WKG BOARD UPDATES</b></p>	<p>Flex Working Board presentation highlights (see slides for full details):</p> <p><b>TIB</b> (MMann/PU)</p> <ul style="list-style-type: none"> <li>• progress being made on delivery of Flex roadmap;</li> <li>• TIB sharepoint site to be available in August;</li> <li>• Gemalto upgrade: benefits likely to include exploitable functions. S&amp;DB keen for details re deployment proposals;</li> <li>• WAN optimisation: increased user density at some sites is putting pressure on the branch network. FSL planning to run at Cafcass a proof of concept of a WAN optimisation product from Citrix;</li> <li>• Data Tagging options: PU keen to discuss options proposed as not clear the proposed solution will work;</li> </ul> <p><b>S&amp;DB</b> (DS/TC)</p> <ul style="list-style-type: none"> <li>• Update on Flex delivery programmes across customer estate. HMT currently designated 'red' (to reflect change from original September timescale and phase III completion in February 2011);</li> <li>• Keen for SLAs to be seen as minimum standard. Some concern also that inconsistent processes are adopted in respect of Service Desk resolution procedures. FSL keen to get this right and agree to take suggestions to S&amp;DB;</li> <li>• FSL confirm that the number of Service Desk call takers will be augmented to meet increased HMT user numbers;</li> <li>• Mixed messages from Cafcass customer survey: broad contentment with Service Desk but residual concerns about performance. Survey to be repeated in September;</li> <li>• Framework Improvement Plan (updated each week) now more realistic in terms of what FSL can achieve each month. Customer side keen to ensure FSL provide greater input into the list;</li> <li>• FSL producing a paper on (max 29 day) data retention concern. Issue managed by S&amp;DB.</li> </ul> <p><b>CMB</b> (KD)</p> <ul style="list-style-type: none"> <li>• Catalogue and Customer Proforma issues now nearly resolved;</li> <li>• CMB focusing on contractual issues, including resolution of difference in interpretation of contractual 24/48 hour resolution time periods (raised as a Flex Framework issue).</li> </ul>	<ul style="list-style-type: none"> <li>• Circulate board presentation slides with minutes</li> <li>• FSL to share Gemalto upgrade deployment details with S&amp;DB</li> <li>• FSL to clarify timing of WAN exercise</li> <li>• FSL to take suggestions re enhancing Service Desk resolution procedures to S&amp;DB</li> <li>• FSL to produce paper re data retention concern</li> </ul>	<p>SD</p> <p>MMann</p> <p>MMann</p> <p>TC</p> <p>MMann</p>
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	<p><b>FJAP (BG/MMann)</b></p> <ul style="list-style-type: none"> <li>BG to pursue Cafcass blocked email and Pest Patrol issues as escalated matters in view of their ongoing concern to the customer side;</li> </ul>	<ul style="list-style-type: none"> <li>FJAP to expedite procedures for resolution of Cafcass blocked email and Pest Patrol issues</li> </ul>	BG
<b>5. FLEX FRAMEWORK ISSUES/RISKS</b>	<ul style="list-style-type: none"> <li>The Flex Framework issues and Risks logs are updated each month and aim to capture the main issues and risks facing the framework (eg data tagging, core accreditation);</li> <li>The issues and Risks are generally managed at Working Board level or within the FMO. Both logs are standing items on each working board agenda and provide visibility across the boards;</li> <li>Board updates at FFEB will likely draw on the issues and risks managed by the board in question during their update. Retaining the logs as a separate agenda item at FFEB enables both customers and suppliers to seek progress against any issue not covered during those updates;</li> </ul>		
<b>6, AOB</b>	<p>Customer side invited by Chair to comment on their current experience of Flex.</p> <ul style="list-style-type: none"> <li>(PU) HMT team currently considering the impact of any late delivery of Phase III given proximity to financial year-end. Number of HMT-specific changes to Flex requested. Overall key plusses such as preview pane and remote access. But some concerns also, eg Service Desk;</li> <li>(NG) issues raised during FFEB broadly reflect Cabinet Office Flex experience;</li> <li>(BH) Crossrail project is seeing a significant growth in new applications. Content with how these are being managed. Deadlines are too costly to miss;</li> <li>(DS) SLA issues and timelines for change main concerns for Cafcass;</li> <li>(NS) some recent progress with the ONS account has been made. Agreement reached to build a slightly enhanced desktop service under the As-Is arrangement to which 25% of the ONS estate – approximately 800 users – will migrate within the next two months. By the end of August, ONS hope to baseline their As-Is contract to place greater emphasis on a longer As-Is period. Door to be kept open to shared services.</li> </ul>		
<b>7. DNM</b>	<ul style="list-style-type: none"> <li>28 October 2010 (1400-1600, KH1.27, 22 Whitehall)</li> </ul>		