DRAFT (1) 20.2.18 MINS1444
MINUTES OF THE ICT SHARED SERVICE GOVERNANCE BOARD MEETING HELD ON 1 FEBRUARY 2018 – PART ONE

Present:	Director of Resources (CFRS) [Chair]	M Warren (WW)
	Assistant Chief Officer (HR and Organisational Development) (BFRS)	Z Evans (ZE
	Head of ICT (BFRS)	A Dosanjh (AD)
	Head of ICT (CFRS)	J Fagg (JF)
	ICT Project Manager (CFRS)	S Newton (SN)
	Principal Officers' Personal Assistant (Minute Taker)	L Girt
Apology:	ICT Service Delivery Manager (CFRS)	M Dix (MD)

ACTION

021801 Apologies

As noted above.

021802 Minutes and Action Points of the Meeting Held on 19 December 2017

The Minutes of the meeting held on 19 December 2017 were agreed.

The Action Points were updated as follows:

- **171203 (1)** – Completed.

- **171203 (2)** – There would be no charge before the new financial year. Completed.

- **171203 (3)** – Completed.

- **171208** – JF and AD had been covering. Completed. CFRS had been covering the gap. The only gap AD had seen was line reporting with Suzanne Hodgkiss.

021703 ICTSS Work Plan

A general overview on the projects was given:

Priority 1

- Generally looking quite good and each of the server teams had allocated projects and areas to focus on. SN was focused on planning. The number of projects was looking more reasonable:
  - Server refresh
  - VDI upgrade

  AD had a plan for resourcing and that need to be sharper and building in resources. Resources had been built into the server project. Need to also add on projects costs.

- **VDI** – VDI was quite stable in CFRS at the moment, however, the issues were still there. In BFRS there were sixty-five more complex users who would be rolled over to the new upgrade.

- **VDI Upgrade (Xen)** – Going through the procurement process and had met with four contractors. Proposals were to be submitted by 16 February 2018 and the contract would be awarded after that. The two biggest suppliers had done upgrade and were confident they would be able to get a supplier and in the timescales.

- **Resilience for VDI** – Had received a quote from EACS for support with a monthly charge for the existing VDI. The cost over twelve months was £30,000 between the two Services. JF would look at the Citrix licence to compare the cost against.

  JF

- **Server Refresh** – By 9 February 2018 would have the specification and would then go out for procurement. Looking at consultants between the two Services for set up and commissioning at a cost of £25,000 and to bring in by the end of June. Five years was normal life for a server and both BFRS and CFRS had extended. Would get another three years out of the VDI servers. Pure storage solution would get ten years out of them. JF to let ZE know how much VDI servers were.

  JF

- **Unified Comms** – Continues to be a worry and had been hoping to complete in March, however, there were still quite a lot of things outstanding. Had a couple of people live in BFRS at the moment. Medality had carried out testing this week which showed that it was not working properly. This week would be making sure that we had done everything before going back to Medality and pushing them to see that their test scripts. They would be going in on 12 February to look at. Need to communicate that the plans had not changed. The plan was to get Training Centre up with instant messaging but the problem was with Medality who kept putting things back. At some point if it was found out that they had not delivered a letter would be written to them on what they were failing to deliver. SN would send out a progress report. SN would send to ZE the communication that was being sent out to CFRS. AD talked about purchasing additional handsets as not all staff would want to use headsets. AD said that need to look at user profiling and show the user engagement group what they look like and test them. It was about managing the expectations of the Services.

SN
SN

- **Network Security** – The remaining elements, Minecast etc, were put in. Expected to be completed by March 2018. BFRS need to correspond on network messaging.

Should be in a good place in six months' time and then would be in a good place to plan for the future and put in plans.

Priority 2
- **SSCM** – Laptops had been completed in CFRS. An upgrade was being carried out in BFRS and then upgrade to CFRS.

- **PageOne Projects (BFRS)** – This was not going well and ICTCT was helping SCM with that.

- **Risk MDTs (BFRS)** – Looking at what can do with that. Might cause problems if need to get resources from the Server Team. An update needed to be provided at the next meeting.

AD

- **Tannoy (BFRS)** – SN to add on projects that she knew there was scheduled work for the next meeting.

SN

AD would recirculate the shared figures for each Service.   AD

021804 Recruitment Update

There had only been one post vacant for a Server Engineer, which had now been appointed to, who would predominantly be in CFRS, which would even up the support. All posts were now full.

ICTSCT, contract comes to an end in March 2018 and it was important to extend the contract. A report would go to a CMT diary meeting for the extra funding between the post and the contract.

Had another over establishment Server Engineer for six months and would like to extend his contract for an extra six months.

021805 Comms Update

An update to staff was needed on Unified Comms and the VDI upgrade. Would need to programme moving over the sixty-five users from BFRS that had not moved over to VDI.

                                                                                   SN

ZE needed another programme map that also covered SSCM.   SN

JF and AD were to share roadmaps to look at at the next meeting.   JF/AD

POPA/LAG
(*.2.18)