

## MINUTES OF THE ICT SHARED SERVICE GOVERNANCE BOARD MEETING HELD ON 31 JULY 2018 – PART ONE

Present:	Director of Resources (CFRS) <b>(Chair)</b> Assistant Chief Officer (HR and Organisational Development) (BFRS) Head of ICT (BFRS) Head of ICT (CFRS) ICT Service Delivery Manager (CFRS) ICT Infrastructure Manager Typing/Secretarial Assistant (Minute Taker)	M Warren (MW) Z Evans (ZE) A Dosanjh (AD) J Fagg (JF) M Dix (MD) W Murphy D Johnson
Apology	ICT Project Manager (CFRS)	S Newton

### 071801 Minutes from the Previous Meeting Held on 19 June 2018

### **ACTION**

The Minutes were agreed as an accurate record.

### 071802 Action Points from the Previous Meeting Held on 19 June 2018

- **021803 ICTSS Work Plan – Server Refresh**  
JF was to let ZE know the ongoing costs for VDI servers. Ongoing.
- **021803 ICT Work Plan – Unified Comms**  
SN was to send out a progress report. Unified Comms had been sent out. Ongoing.
- **021803 ICT Work Plan – Risk MDTs (BFRS)**  
SN provided an update. The pilot device was now in use. They were now waiting to choose procurement for risk MDTs. Ongoing
- **021804 Recruitment Update**  
AD was to let Gavin Chambers know about the requirement for additional funding for the ICTSCT contract. Ongoing.

### 071803 ICTSS Work Plan (Including Workload Priorities)

An update was provided by WM in SN absence.

WM presented the ICT Projects timeline document. WM explained that the “must have projects” fundamentally need to be completed by next year (2019).

ICCS & Mobilising System; this is ongoing until December 2019. ZE to liaise with HSS regarding CFRS position and progress on this project with regards to station end equipment and the alerts solution used at BFRS. ZE

JF noted that there may be some differences in the way BFRS and CFRS are alerting. JF to liaise with Tamsin regarding a diagram on how each of these areas work. JF  
It was agreed to add “ICCs and Mobilising System” to the Agenda as a standing item. CMTSec

UC Stage Completion; this is aimed for completion by early October 2019, the project timeline has slipped by a couple of weeks due to a delay in server refresh. The full roll out will be completed next year and by May 2019 users will have more than they do currently. WM noted that SN is creating a document to bring to the next board meeting stipulating timescales.

ZE noted that she would like the ICT Projects timeline amended for the next project board, to show previous timescales that were put in place and where the timescales have slipped.

WM noted that the biggest cause of slippage for the UC is the pressure on both the Server and Network Team. SN/WM

VDI Upgrade; WM noted that this will involve solely changing the software. There was a discussion regarding the 60/80 users at BFRS that have not yet been migrated over to the new system and that this was agreed would happen. JF and MW to liaise with SN to confirm if this had been built into the into the current timeframe.

Beds Sharepoint Replacement; AD noted that this “could have projects” item needs to be moved to “must have projects”. It was agreed by MW, ZE and JF that prioritisation needs to be discussed. JF/MW/SN

Beds tannoys (Luton); it was noted that this project is now complete.

#### 071804 Service Desk Software

It was agreed that this item has been tasked to David Dawes (DD) so can therefore be closed off and removed as an ongoing agenda item. DD is to bring paper to the next board meeting.  
DD to be invited to future board meetings.

#### 071805 ICT Programme Board Papers

An update was not provided at this time due to SN absence. To be carried forward to the next board meeting.

#### 071806&7 Server Refresh & VDI Upgrade

These items were discussed under agenda item 3.

#### 071808 Comms Update

MD noted that he is currently working on comms regarding the move to Camborne for both Beds and Cams to explain the rationale and service expectations.

JF highlighted the importance that all calls need to be logged via the Service Desk moving forwards.

MD is aiming to finalise the comms to be published in the next BB. MD will send the comms to the team for feedback by the end of this week.

MD also noted that the Service Desk now have their own ID (email address) ICTSharedService.org.

#### 071809 CPSN/EastNet

JF noted that a discussion had been had regarding the background of internet connection. An options appraisal was carried out and the risks around costs and challenges were identified. An interim report was provided.

It was noted that it would be complicated if BFRS and CFRS were to go with different options.

JF to facilitate Elli Nikolaou to meet with Tracey regarding the options available and the work carried out.

JF

## ACTION POINTS OF THE ICT SHARED SERVICE GOVERNANCE BOARD MEETING AT 31 JULY 2018

Minute number	Details	Action
071803	<u>ICCS &amp; Mobilising System</u> ; ZE to liaise with HSS regarding CFRS position and progress on this project with regards to station end equipment and the alerts solution used at BFRS.	ZE
071803	JF noted that there may be some differences in the way BFRS and CFRS are alerting. JF to liaise with Tamsin regarding a diagram on how each of these areas work.	JF
071803	It was agreed to add "ICCs and Mobilising System" to the Agenda as a standing item.	CMTSec
071803	<u>UC Stage Completion</u> ; ZE noted that she would like the ICT Projects timeline amended for the next project board, to show previous timescales that were put in place and where the timescales have slipped.	SN/WM
071803	<u>VDI Upgrade</u> ; There was a discussion regarding the 60/80 users at BFRS that have not yet been migrated over to the new system and that this was agreed would happen. JF and MW to liaise with SN to confirm if this had been built into the current timeframe.	JF/MW/SN
071809	<u>CPSN/EastNet</u> ; JF to facilitate Elli Nikolaou to meet with Tracey regarding the options available and the work carried out by Andy Reid.	JF