

MINUTES OF THE ICT SHARED SERVICE GOVERNANCE BOARD MEETING HELD ON 11 SEPTEMBER 2018 – PART ONE

Present: Director of Resources (CFRS) M Warren (MW)
Assistant Chief Officer (HR and Organisational Development) (BFRS) (**Chair**) Z Evans (ZE)
Head of ICT (BFRS) A Dosanjh (AD)
Head of ICT (CFRS) J Fagg (JF)
ICT Service Delivery Manager (CFRS) M Dix (MD)
ICT Infrastructure Manager W Murphy (WM)
ICT Support Manager D Dawe (DD)
Head of ICT (BFRS) P Hughes (PH)
ICT Project Manager (CFRS) S Newton (SN)
CMT Secretary (Minute Taker) D Johnson (CMTSec)

Apology None

091801 Minutes from the Previous Meeting Held on 31st July 2018

ACTION

The Minutes were agreed as an accurate record.

091802 Action Points from the Previous Meeting Held on 31st July 2018

The action log was reviewed and updated.

091803 ICTSS Work Plan (Including Workload Priorities)

SN provided an update on the ICT Projects Timeline. SN noted that there have been minor changes and that the Server Refresh is going well.

SN is attending a meeting on Friday with Ultima to firm up as to when work will be complete.

SN will also be attending a meeting with Modality.

Server Refresh update

WM provided a brief update on the Server Refresh. WM noted that network has been configured and

ACTION

migrations have started. There is a meeting set up to discuss and plan the more difficult migrations. Looking to complete this by end of October.

HICT stated that the DR needs to be documented. SN noted that DR testing is included as a separate project on the ICTSS Work Plan.

SN to move Risk MDT Replacement to “must have projects”.

SN

091804 Service Desk Software

It was agreed to remove this item from the Agenda moving forwards.

MD explained that this task was now with DD to work on in due course, with ICT Restructure the current priority.

CMTSec

091805 ICT Programme Board Papers

It was agreed to remove this item from the Agenda as these ICT Programme Board papers were discussed under item 3 by SN.

CMTSec

091806 Comms Update

MD noted that comms are currently in progress to be published in the BB explaining what WM team are currently involved in. These comms should be ready for publication in the BB next Friday.

091807 ICCs and Mobilising System

JF noted that this was finished yesterday. JF is meeting with HSS and ProcM next Tuesday to finalise the procurement documents. This should be ready to sign off at Board on 11th October.

JF to send PH IRS details and further information.

JF

091808 Performance Reports

The ICT Shared Service Monthly KPI report was reviewed by the Board.

ACO requested that if any performance figures have gone down in certain areas then these need to be flagged at Board. ACO also noted that there is a need to understand the differences in the reports and

ACTION

what is being included and reported.

MD noted that DD is currently reviewing performance and is looking at Shared Service development, reviewing targets and what is included.

It was discussed that ZE, MW, JF will meet to discuss this.

ZE/MW/JF

ZE also raised the current issues with VDI. MD explained that there is a problem that has not currently been fully solved and servers are being rebuilt at the moment. MD noted that a full debrief is required and feedback will be reported next week.

ZE requested that Customer Satisfaction Survey results is added to the next SS Programme Board Agenda for sign off at the Board.

CMTSec

ACTION POINTS OF THE ICT SHARED SERVICE GOVERNANCE BOARD MEETING AT 11 SEPTEMBER 2018

Minute number	Details	Action
<u>091803</u>	SN to move Risk MDT Replacement to “must have projects”.	SN
<u>091804</u>	It was agreed to remove this item from the Agenda moving forwards. MD explained that this task was now with DD to work on in due course, with ICT Restructure the current priority.	CMTSec
<u>091805</u>	It was agreed to remove this item from the Agenda as these ICT Programme Board papers were discussed under item 3 by SN.	CMTSec
<u>091807</u>	JF to send PH IRS details and further information.	JF
<u>091808</u>	MD noted that DD is currently reviewing performance and is looking at Shared Service development, reviewing targets and what is included. It was discussed that ZE, MW, JF will meet to discuss this.	ZE/MW/JF
<u>091808</u>	ZE requested that Customer Satisfaction Survey results is added to the next SS Programme Board Agenda for sign off at the Board.	CMTSec