MINUTES OF THE ICT SHARED SERVICE GOVERNANCE BOARD MEETING HELD ON 30 OCTOBER 2018

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

	ACTION
<u>101801 Minutes from the Previous Meeting Held on 11th September 2018</u>	
The Minutes were agreed as an accurate record. It was agreed that minute's part one and two would be combined into one minutes/actions document moving forwards.	CMTSec

<u>101802 Action Points from the Previous Meeting Held on 11th September 2018</u>

The action log was reviewed and updated.

<u>101803 ICTSS Work Plan (Including Workload Priorities)</u>

MD provided an update on the ICTSS Work Plan.

MD noted that the Server Refresh work is now complete, apart from Skype for Business servers in BFRS, which will hopefully be completed this week. MD noted that the work has gone well so far.
MD noted that the statistics from this month report on the old infrastructure, and next months will be on the new infrastructure.
MD noted that the level of communication has been good from the ICT Service Desk during the recent period of infrastructure work and has gone a lot smoother and quicker than originally planned.
MD noted that the BFRS VDI situation has improved.
There is a VDI "kick off" meeting scheduled with the provider on 13th November, and this is working to timeline.

JF noted that Bytes will be coming into Service on 7th November for a discussion with WM/JF/PH regarding Microsoft Office licencing.

101804 Customer Satisfaction Survey Results

MD provided an update on the Customer Satisfaction Survey Results.

MD noted that BFRS are positive with a year on year improvement. There was a 76% response rate and scores have improved.

MD noted some themes that were highlighted from the Survey Results;
- Concerns regarding lack of comms from the Service Desk
- Confusion around automated responses
- Concerns regarding following up of calls logged
- Worries surrounding the restructure and staff moving to Camborne
- WiFi on Stations was raised as an issue
- IT in the Training Centre concerns

MD noted that five key areas had been highlighted from the Survey to be worked on.
MD noted that the Survey also highlighted a lot of positive comments, for example; the helpfulness of Service Desk staff.
MD is currently working on the report at the moment and expects it to be sent to ZE next week.

101805 Comms Update

MD noted that comms are due to be sent out next week, SN has been working on this.

MD noted that Steve Brown has recently joined the team as a User Support Engineer.

101806 ICCs and Mobilising System

JF noted that the specification for this will now be sent out in the new year, to be finalised in December. With no further updated to provide at this time.

101807 Performance Report

MD noted that performance has generally improved.
DD is focussing on chasing KPIs.
MD noted that the charts have been placed back up on the wall in the ICT Shared Service Desk showing monthly statistics.
MW noted that it would be useful for the three most important statistics to be pulled and brought to the Board for review.
MD to review current performance indicators, confirm which indicators will be monitored going forward and to highlight key points in current performance reports and to bring these to the next Board meeting.

MD

101808 Pen Test (Update)

This was discussed under the minutes of the previous meeting. MD noted that this is in progress and the next Pen Test is scheduled for March 2019, with nothing critical outstanding at the moment. MD noted that more tools are available now, with scans that can be run which are able to pick up critical tasks.

101809 Recruitment/ICT Restructure Update

MD noted that the two vacancies for User Support Engineers are out to advert with twelve applicants that have been shortlisted to eight. There is one Server Engineer still to recruit for. It was agreed that this vacancy would be advertised internally.

MD noted that the restructure is going well. The away day held at Wyboston was successful and positive for all involved, with all new employees taking an active part.

MD noted that the ICT SS Mission Statement has gone out to staff for feedback.

ZE noted that the Business Application Manager has successfully been recruited.

PH queried whether or not it would be possible for BFRS to incur 50% of costs for the ICT Apprentice currently in place at CFRS. Currently, this is having a Service impact on BFRS, as the ICT Apprentice is unable to answer calls on behalf of BFRS and has to pass this onto another member of the ICT Service Desk team to resolve. This was agreed by the Board and MD is to arrange this.

Date of Next Meeting – Tuesday 15th January – 10:00 – BFRS HQ

ACTION POINTS OF THE ICT SHARED SERVICE GOVERNANCE BOARD MEETING AT 30 OCTOBER 2018

Minute number	Details	Action
091808	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. **30/10/18** – It was agreed that MD would take ownership of this action. MD noted that the new ICT Strategy/Roadmap (currently in draft) will hopefully be complete by the end of the financial year. MD to review the Terms of Reference for the next board meeting.	MD
101801	It was agreed that minute's part one and two would be combined into one minutes/actions document moving forwards.	CMTSec
101807	Performance Reports MW noted that it would be useful for the three most important statistics to be pulled and brought to the Board for review. MD to review current performance indicators; confirm which indicators will be monitored going forward and to highlight key points in current performance reports and to bring these to the next Board meeting.	MD