

MINUTES OF THE ICT SHARED SERVICE GOVERNANCE BOARD MEETING HELD ON 08 FEBRUARY 2019

Present:	Director of Resources (CFRS) (Chair) Deputy Chief Fire Officer (BFRS) ICT Service Delivery Manager (CFRS) Head of ICT (BFRS) CMT Secretary (Minute Taker)	M Warren (MW) A Hopkinson (AH) M Dix (MD) P Hughes (PH) L Langley (CMTSec)
Apology	ICT Infrastructure Manager ICT Support Manager Head of ICT (CFRS) CMT Secretary (Minute Taker)	W Murphy (WM) D Dawe (DD) J Fagg (JF) D Johnson (CMTSec)

ACTION

MW welcomed AH to the meeting.

021901 Minutes from the Previous Meeting Held on 30th October 2018

The Minutes were agreed in principal as an accurate record. MD to check accuracy of the 2.5% response rate figure on page 1

MD

021902 Action Points from the Previous Meeting Held on 30th October 2018

The action log was reviewed and updated.

021903 ICT Shared Service Update

Staff

MD noted that following the external advertisement for a Server Engineer no applications were received. An application has now been received from an agency. MD noted that a difference in salary appears to be an issue with this position. PH stated that he would look at what the new salary would look like following the recent FRA decision to realign pay scales.

PH

MD noted that the current Database Administrator has given 3 months' notice to leave. It was agreed that MD is to look into the possibility of increasing the current salary for this position.

ICT Network Engineer – On Sick leave.

MD

ICT Project Manager – On Sick leave. MD noted that he will look into the current project work to see if there are any areas where workloads can be eased.

MD

Performance Reports

MD noted that there has been no drop in the Service's performance since the recent restructure.

MD noted that he has been working with the Service Teams to give more support and improve performance in all areas.

MD noted that the 98% target has been achieved in BFRS this month for the first time ever. However, the board recognises that this target needs reviewing. MD is to review this target and feedback to the board.

MD noted that he is currently looking at how we can better report our KPI's in the future.

MD noted that we are the process of procuring a new Service Desk. The details of which are currently with CFRS Procurement.

MD

MD noted that the new infrastructure is now in place and working well. MD noted that he is currently looking at a number of options to increase memory capacity to ensure that should a failover occur then we would still have enough capacity to maintain all systems.

MD noted that the ICT Shared Service Monthly KPI reports are beginning to highlight the difference between resources as being more of a 50/50 split over the last few months, which is encouraging as this is how it was envisage it should be.

Issues for escalation

There were no reported issues for escalation.

Office 365

A discussion was held regards 365 and CFRS's move away from DMS. PH noted that he would be in a position to put forward a proposal next week at the ICT Shared Service Monthly Governance Meeting. MW noted that the ICT Shared Governance Board meeting will need to be made aware of both the investment and the implication for shared service resource effort.

Xen Desktop

MD noted that BFRS are currently on Roll Out with a view to completion being end March 2019 when all BFRS's personnel will be on a Xen Desktop.

021904 Content for quarterly Comms bulletin

MD noted the following topics will form part of the quarterly Comms bulletin:-

- Xen Desktop Update
- Structure Update
- TLS Secure Email Update
- Secure Email Management
- BFRS email address update from .com to .gov.uk

021905 TOR and Frequency of Meetings

MD noted that the TOR have been reviewed and agreed as part of the 5 year Shared Services Agreement, no changes are required at present.

021906 Date of Next Meeting – Thursday 4th April 2019 - Camborne

The board agreed that all meetings held after 4th April 2019 will be on a quarterly basis. The board also agreed that on some occasions a half hour pre-meet will be required for software demonstrations.

ACTION POINTS OF THE ICT SHARED SERVICE GOVERNANCE BOARD MEETING AT 02 FEBRUARY 2019

Minute number	Details	Action
091808	<p>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.</p> <p>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.</p> <p>08/02/19 – MD to report back on this at the April board meeting in</p>	MD
101807	<p><u>Performance Reports</u></p> <p>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.</p> <p>08/02/19 – MD to discuss at today's meeting under Agenda Item 3.</p>	MD
021903	<p>ICT Share Service Update – Server Engineer</p> <p>PH stated that he would look at what the new salary would look like following the recent FRA decision to realign pay scales.</p>	PH
021903	<p>ICT Share Service Update – Database Administrator</p> <p>It was agreed that MD is to look into the possibility of increasing the current salary for this position.</p>	MD
021903	<p>ICT Share Service Update – Project Manager Workloads</p> <p>MD noted that he will look into the current project work to see if there are any areas where workloads can be eased.</p>	MD
021903	<p>ICT Share Service Update – Performance Reports</p> <p>MD is to review this target and feedback to the board.</p>	MD
101801	<p>It was agreed that minute's part one and two would be combined into one minutes/actions document moving forwards.</p> <p>08/02/19 – October 2018 minutes in new format. Action complete.</p>	Complete