

<b>Public Sector Shared Services Programme Board Meeting Minutes</b>			
<b>Date:</b>	29 <sup>th</sup> September 2017	<b>Version:</b>	FINAL
<b>Time:</b>	2:15pm		
<b>Venue:</b>	The Glasshouse, Stormont, Belfast.		
<b>Attendees:</b>	Hugh Widdis Derek Baker Liam McIvor Paul Wickens	DoF Permanent Secretary DE Permanent Secretary BSO CEO Enterprise Shared Services CEO	
<b>In Attendance:</b>	Clare Duffield Colm Doran Brett Hannam Stephen Smyth Stephen Porter	EA HR Director, Deputising for Gavin Boyd Programme Director Strategic Advisory Group Chair Partner with PA Consulting IT Stream Lead	
<b>Apologies:</b>	David Sterling Richard Pengelly Leo O'Reilly Gavin Boyd Theresa Donaldson	Head of the Civil Service DoH Permanent Secretary DfC Permanent Secretary EA CEO SOLACE Representative (Observer)	
<b>Prepared by:</b>	Stephen Porter	IT Stream Lead	
<b>TRIM Ref:</b>	FI1/17/1002708	<b>Container:</b>	FI1-16-32100

## Items Discussed

### 1. Welcome

- Hugh Widdis chaired the meeting in David Sterling's absence.
- Brett Hannam and Stephen Smyth were welcomed to their first programme board meeting.
- Hugh Widdis congratulated Stephen Smyth on PA Consulting's appointment as the transformation partner.
- All members were welcomed to the meeting and apologies noted.

### 2. Review of minutes and action points

- The previous meeting minutes were agreed as final.
- An update was provided on the Action Points from the previous meeting. See the Action Points table below for the current position.

### 3. Update on Programme Progress

- The Programme Director delivered a verbal update on programme progress in support of the Programme Status Report provided in the papers.
- The Gateway Review action plan and progress made against the actions was discussed with. It was agreed that a health check should be completed once the actions associated with the plan are complete. A timeframe will be provided against actions B, C and D within the plan.
- The stakeholder engagement plan was reviewed and it was agreed that this was a comprehensive plan.
- A few minor updates to the plan were suggested with regard to SRO to be updated, page 3 should indicate that stakeholder needs should be assessed, and clarity on the linkage between health trusts and the programme board.

#### **4. Risk Register**

- The PSSSP risk register was discussed.
- It was suggested that the programme should ensure that risk R-06 includes lessons learnt from failed and cancelled projects as well as completed ones.
- There was discussion around the resource required within the programme team and the participating sectors (Risk R-07). It was felt that, at present, the existing resource in addition to the transformation partner would be sufficient for development of the OBC. This will be kept under review. It was acknowledged that more resource would be required post OBC.
- It was agreed that risk R-09 could be moved from red once the Translink and NI Water BDQs have been provided.
- There was a discussion on the level of risk R-11. It was agreed that this risk should be reviewed and the impact could potentially be reduced.
- It was agreed that a new risk should be added with regard to the necessity to maintain momentum within the programme as existing contracts and plans within organisations will increasingly need to be informed by the potential future PSSSP direction.
- It was agreed that specific contracts such as AccountNI and HRConnect would remain as risks on their respective organisations' risk registers.
- It was agreed that the risk register should include an indication of how risks have changed over time.

#### **5. Programme Plan**

- Stephen Smyth shared hard copies of an initial high level programme plan produced by PA (attached). The plan focused on the deliverables required to produce the chapters of the OBC. These deliverables will be presented to the Board at meetings between now and March.
- PA confirmed that for the next meeting, as per the plan presented, that collaboration principles would be developed and a definition of the OBC scope would be presented, having been discussed with the SAG.

- PA also confirmed that at this time they were confident that the OBC could be produced by March 2018.



PSSSP PA Business  
Case Approach.pdf



PSSSP PA  
Deliverables Tracker.

## 6. Baseline Figures

- The high level baseline figures from the baseline data questionnaires were provided with the programme board papers.
- The Programme Director gave an overview of the key points.
- Discussion on the baseline figures demonstrated a willingness to participate in the process in order to fully understand the existing data, the sectoral differences and how the PSSSP figures compared to external benchmarks.

## 7. Benchmarking Metrics

- The proposed benchmarking metrics were discussed.
- It was agreed that discussion of metrics should cover both quality and efficiency.
- The difficulties of establishing and comparing the quality of service between sectors were accepted.
- It was noted that some participating organisations have a history of year on year satisfaction metrics. It was suggested that these could be used as an input to understand existing customer satisfaction levels.

## 8. Research Summary Paper

- The research paper was reviewed and discussed.
- It was agreed that this was a useful document and would complement the upcoming Shared Services series of workshops.
- The need to include some lessons learnt from unsuccessful Shared Services initiatives was highlighted.

## 9. Next meeting

- The next meeting is arranged for 26<sup>th</sup> October 2017 at 14:15 at the BSO in Franklin Street.

## 10. Summary of Action Points

Ref	Description	Owner & Date Required	Update	Status
02-26/04	Finalise Strategic Advisory Group Terms of Reference and establish group.	PMO 30 June 2017	Joint advisory group meeting on 23 August following 20 July workshop to discuss advisory model and role. Proposal provided to PSSSP Board on 31 August for consideration.	Closed
02-19/06	Establish SharePoint site for programme documentation.	PMO 31 Oct 2017	Site established. Log in details provided to board members on	Closed
01-31/08	Compile and circulate key messages from PSSSP research.	K. Murray 29 Sept 17	A board paper on lessons learned was provided as part of the Board papers. This paper will also be available on the SharePoint site.	Closed

Ref	Description	Owner & Date Required	Update	Status
02-31/08	Seek Post Project Evaluations for existing shared services.	Kirstie Murray 29 Sept 17	<p>Post project evaluations have been obtained and a summary report developed and uploaded to SharePoint.</p> <p>Consideration of lessons and post project evaluations for projects that failed are ongoing.</p>	Ongoing
04-31/08	Seek Terms of Reference from TUS.	Colm Doran 29 Sept 17	Email following up on previous communication with TUS issued on 04 Sept. Programme Director engaged NIC-ICTU General Secretary on 13 September. PSSSP still awaiting TOR.	Ongoing
01-29/09	Provide a timeframe against actions B, C & D within the Gateway Review action plan.	Kirstie Murray	Completed 12 October	Closed
02-29/09	Update stakeholder engagement plan as per the few minor changes suggested at Board meeting.	Kirstie Murray	Completed 13 October	Closed

Ref	Description	Owner & Date Required	Update	Status
03-29/09	Reduce impact on risk 11.	Kirstie Murray	Completed 18 October	Closed
04-29/09	Add an additional risk associated with the risk of loss of momentum on the programme.	Kirstie Murray	Completed 06 November	Closed
05-29/09	Add an indication to the risk register of those risks which have changed since the previous programme board.	Kirstie Murray	Completed 18 October	Closed