



**CROWN OFFICE
& PROCURATOR
FISCAL SERVICE**

SCOTLAND'S PROSECUTION SERVICE

Meeting: BUSINESS PROCESS IMPROVEMENT COMMITTEE

Date: 13 December 2018

Chair: Stephen McGowan, DCA, Local Court - SM

Attendees: Bill Comrie, Head of Business Management, Serious Casework Group – BC
 Keith Dargie, Chief Digital Officer - KD
 Nancy Darroch, Head of Business Management Local Court - ND
 Elaine Hales, Secretariat - EH
 Robert Tinlin, Non-Executive Director – RT
 Ian Walford, Deputy Chief Executive - IW

Apologies: Mark Howells, Director of Procurement - MH
 Graham Kerr, Director of Support Services - GK
 Anthony McGeehan, Head of Policy – AM
 Helen Nisbet, Serious Casework Group – HN
 Stephen Woodhouse, Director of Finance - SW

Agenda:

1. Welcome, Apologies and Agreement of AOB
2. Minutes of Last Meeting and Action Log
3. Portfolio Dashboard and Prioritisation
4. ISD Transformation Fund update
5. Draft ISD Delivery Plan
6. Risks
7. AOB

Item	
1.	Welcome, Apologies and Agreement of AOB
	Apologies were noted on behalf of Anthony McGeehan and Graham Kerr. As Helen Nisbet has moved to another role, Bill Comrie will represent Serious Casework Group at future meetings. Stephen Woodhouse retired in mid-December and Mark Howells had been invited in his new role as Director of Finance and Procurement. It was, however, agreed that Mark Howells would not be required to join the Committee as Ian Walford can cover Operational Support from a budget perspective.
2.	Minutes of Last Meeting and Action Log
	The amendments to the minutes of the meeting held on 24 October 2018 were agreed and approved as the final version. The Action Log was discussed and updates noted as follows:- <ul style="list-style-type: none"> • Small changes update – It was recognised that there was an obvious need to link

	<p>small system changes with the service management protocols and there are various options around that. KD explained that there is already a mechanism in place and it is simply a matter of improving on this. Further information on the updated process will be provided to the Committee at the next meeting.</p> <p>ACTION: KD to provide Committee with formalised process at next meeting.</p> <p>All other actions were covered within the meeting agenda items.</p>
3.	<p>Portfolio Dashboard and Prioritisation</p>
	<p>KD provided an outline to the ISD Portfolio Dashboard and highlights were as follows:-</p> <ul style="list-style-type: none"> • CMiC – Project going to plan with offices 14 and 15 being deployed prior to Christmas. The iOS 12 upgrade issue relating to a particular third-party product used in CMiC has now been overcome and implemented and ready for deployment to existing devices. Resiliency work is progressing well and on track to be completed prior to Christmas. Business resiliency simulation exercises are being planned not only to test CMiC but also for case management systems between January and March. • MI workload – on schedule • Corp Apps – Deployed but the scoping and functionality agreed for the full implementation of the S/M/L staff changes apps and digital processes are being further reviewed and defined. Good feedback has been received in relation to all other aspects. From January developers will be turning to build the performance management application. • ISD Strategic Digital Apps Development Partner – A new Applications Development company will be contracted from the end of January which will extend our applications delivery capabilities. The successful company is Storm ID based in Leith. They will focus initially on helping deliver the projects being funded via the Justice Digital Strategy transformation funds. • RESPOND – The current software solution is fully supported by the vendor until February 2019 with the opportunity to extend. In the meantime meetings have been scheduled to look at the options for developing the current software versions to deliver the enhanced specification requirements and also to assess the capacities for newer versions of the software as well as looking at procurement scenarios and high level assessments of other solutions with the capacity to deliver to specification. KD will provide analysis and delivery updates in February regarding the proposed approaches for BPIC to review as part of the portfolio updates. • Corp Wi-Fi – On schedule with all IT infrastructure technologies successfully installed, tested and configured across all COPFS office and estate locations and now live tested in 3 offices. Resiliency has been built and tested and KD is confident that the enterprise level capacity is in place. Wider roll out will commence in January with supporting communications to explain the broadband connections switch off and FAQ type approach to explain the policies around connection. • CMiC Wi-Fi – ISD is working with Virgin Media and SCTS to implement the integrated Wi-Fi solutions to support CMiC in court connectivity needs. No concerns were raised should either parties move supplier, with changes handled via a managed transition process.

4.	ISD Transformation Fund update
	<p>KD provided a status update for the 3 COPFS digital projects being developed via the Justice Digital Strategy Transformation Funding.</p> <p>The funding has been transferred for the Legal Documents and SDS solution and Scottish Government has been in touch regarding the transfer of funds for the Website.</p> <p>The core elements of the development and project management teams and the Application Development management partner firm (Storm ID) are now in place.</p> <p>Frameworks have been developed to identify the stakeholder approach and engagement has commenced with appropriate Heads of Business Management etc. In January KD advised that he will set out the programme of work to be completed between now and the end of March 2019.</p> <p>The Legal Documents Database scoping and analysis had taken place between ISD and Police Scotland. Although there was some slight fragmentation in the early stages further stakeholder engagement is scheduled to define requirements and product deliverables.</p> <p>The Witness portal is part of a wider SG project looking to implement a national Victims and Witnesses portal. This provides great opportunity for COPFS and the prototype development will be undertaken to deliver COPFS' immediate strategic business needs for enhancing services to witnesses, whilst enabling and supporting the wider and longer term project sector wide vision and delivery aims. The prototype solution will provide platforms and components for a justice sector wide portal solution.</p> <p>The work is ambitious and it brings with it risks around the capacity to deliver within the agreed timescales given the timing of funding confirmation. SG is sighted on the risk and content with the timelines and prototyping approaches for the Witness Portal and SDS solutions.</p>
5.	Draft ISD Delivery Plan
	<p>The Draft Delivery Plan was circulated for information. This builds on the Digital Strategy and the main vision has been presented at leadership forums etc. Although quite a lot of the Delivery Plan has already been delivered, now that the resources and funding is in place the next phases of digital transformation can be planned and timeframes defined.</p> <p>KD took the Committee through the document contents and explained its purpose, priorities and themes. Annex A which still requires to be included will define the roadmap activities and highlight governance i.e. project board, taskforce etc. and the BPIC outputs, e.g. presentation, discussion paper etc. to enable transparency around the projects. Annex B will be a high level description of what the roadmap items are and summary of timescales.</p> <p>This is an ambitious programme with significant transformation opportunities and KD intends to actively engage staff and publish the Plan in January as well as develop a new PF Eye page and supporting communications.</p> <p>KD was commended on a well written and easy to read document and RT suggested that he should be bold and forward looking, writing the section on Page 3 in future tense rather than past tense.</p>

	<p>There followed a discussion around governance and whether a corporate body should be approving the Delivery Plan prior to its formal publication. Although the Digital Strategy had been signed off at Executive level, it was felt that the Plan should be endorsed as it was an important corporate document. It was agreed to refer the delivery plan to the Executive Board at its next meeting for ratification and as part of the corporate governance process. KD has also been asked to deliver a presentation on the Delivery Plan to the Executive Board at its meeting in February, which will further support the governance and ratification process.</p> <p>There is effective governance around the financial aspects of the Plan and related ISD Portfolio in line with COPFS' corporate processes and it was highlighted that the Committee are involved in the prioritisation through Stage 1 and Stage 2 reports. KD would be expected to report any issues for projects due to major overspend and these should come up in regular reporting from KD.</p>
6.	Risks
	Risks had been highlighted and discussed at Item 4 above.
7.	AOB
	<p>Given that the main discussion of the Committee is around the digital programme with KD being accountable as the head of ISD, KD's team will take over the administration of BPIC and align with its portfolio management and reporting approach.</p> <p>The Committee recorded its thanks to EH for the work she had done during her time as Secretariat.</p>

ACTION TABLE

Meeting	Action	Member	Due Date	Update
24 Oct 18	<p>Proposal to be re-submitted regarding Overview of enhanced mechanisms for Case Management change requests addressing concerns raised at meeting of 24 October.</p> <p>Update: Formalised process to be provided at next meeting.</p>	Keith Dargie	26 Feb 19	Paper presented for discussion at BPIC February meeting.
24 Oct 18	<p>Respond: Analysis and delivery updates regarding approaches to be submitted for BPIC to review as part of the Portfolio updates.</p>	Keith Dargie	26 Feb 19	Update provided via the ISD Portfolio discussed as a standard Agenda item.