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# Business Process Improvement Committee (BPIC) Minutes 1 November 2022

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## Business Process Improvement Committee, 1 November 2022

### Minutes

#### Chair:

Keith Dargie, Head of Business Services and Chief Digital Officer - KD

#### Attendees:

Jennifer Harrower, DCA, Local Court – JH

Annie Gunner Logan, Non-Executive Director - AGL

Graham Kerr, Head of Business Management, Local Court - GK

Deborah Wilson-McKay, ISD – Group Head of Digital Portfolio – DWM

Thomas Lindie, Head of Business Management, Serious Casework Group – TL

Kenny Donnelly, PF Policy and Engagement, BS – KDO

Tracy Ramsay, ISD – PA Business Management (Secretariat) – TR

#### Agenda:

1. Welcome, Apologies and Agreement of AOB
2. Minutes of Last Meeting and Actions Log
3. BPIC Portfolio and Improvements 2022/23
4. BPIC Digital Transformation Dashboard
5. BPIC CMIC Benefits Realisation
6. Any other business (AOB)

### Welcome, Apologies and Agreement of AOB

The Chair welcomed everyone to the meeting, including JH attending BPIC for the first time as the new DCA – Local Court. Due to pre-existing calendar commitments, JH was able to attend only part of the meeting and KD chaired. JH will chair BPIC going forward. No apologies or AOB highlighted.

### Minutes of Last Meeting and Action Log

The minutes of the meeting held on 8 July were approved.

## **BPIC Portfolio and Improvements 2022/23**

KD presented Paper BPIC(22)10 which sets out the comprehensive portfolio of COPFS business improvement and transformation projects for 2022/2023 approved by the Executive Board. BPIC noted the significant delivery to date and the key projects to be implemented or progressed over Q4. A BPIC progress update is provided to each meeting of the Executive Board. BPIC confirmed it did not require a demo of the digital casework systems being introduced or finalised for evaluation over Q4 and are content to see these systems as part of the Chief Digital Officer's plans for holding a digital casework transformation summit in the latter part of Q4 or early 2023/24.

## **BPIC Digital Transformation - Dashboard**

DWM presented paper (BPIC(22)11 and gave an overview of the project delivery lifestyles and milestones plan. BPIC agreed that the Dashboard provided useful oversight details of the business improvement project delivery status and progress. BPIC discussed the presentation of delivery date updates and other relevant information, which will be incorporated to future dashboards. BPIC agreed for the Dashboard to be included in the BPIC updates submitted for each Executive Board meeting.

## **BPIC – Resources Verbal Update**

BPIC noted the ISD resources position and the advertisement of approved vacancies in line with COPFS' corporate workforce management plans. ISD resources and capacity to delivery updates will continue being reported at each BPIC meeting.

## **BPIC CMiC Benefits Realisation**

KD explained the background to paper BPIC(22)12. The Case Management in Court (CMiC) project business benefits realisation paper was used to highlight applied project management benefits realisation methods. DWM highlighted key benefit definitions and improvement and efficiency outcomes. BPIC agreed this approach would provide a useful basis from which to document benefits realisation for the major New Generation Case Management programme being planned to commence from Q1 2023/24. BPIC will consider benefits realisation for the portfolio as a whole as part of approving the programme of work for 2023/24. KD asked DWM to factor relevant industry best practice portfolio management techniques, including Gartner.

## **Date of Next Meeting**

Proposed dates for 2023 were noted. TR will confirm availability and issue calendar invitations to BPIC colleagues. The date of the next meeting is 9 February 2023.