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Business Process Improvement Committee (BPIC) Minutes 3 February 2022

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Business Process Improvement Committee, 3 February 2022

Minutes

Chair: John Logue, DCA, Local Court - JL

Attendees:

Ian Walford, Deputy Chief Executive – IW

Keith Dargie, Chief Digital Officer - KD

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

Ralph Riach, Head of Serious Casework Group Central Operations – RR

Anthony McGeehan, Head of Policy – AM

Lisa Gibson, ISD - Executive Business Manager (Secretariat) – LG

Apologies:

Annie Gunner Logan, Non-Executive Director - AGL

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

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

Agenda:

1. Welcome, Apologies and Agreement of AOB
2. Minutes of Last Meeting and Action Log
3. BPIC Portfolio and Digital Transformation Programme 2021/22: Delivery Plan
4. BPIC Corporate Improvement Priorities and ISD Portfolio Updates
5. Cloud Strategy and Delivery Framework
6. ISD Resources and Recruitment Update
7. Any other business (AOB)

Welcome, Apologies and Agreement of AOB

The Chair welcomed members to the meeting. Apologies were noted from Annie Gunner Logan, Thomas Lindie and Deborah Wilson-McKay. The board noted thanks to Rob Tinlin for his contributions to BPIC. No AOB highlighted.

Minutes of Last Meeting and Action Log

The minutes of the meeting held on 5 November 2021 were approved.

Updates on actions:

- Digital Strategy Delivery Plan Update Communication planned for Spring (post next BPIC meeting).
- Closure reports and delivery outcomes incorporated into BPIC portfolio planning and reporting.

BPIC Portfolio and Digital Transformation Programme 2021/22: Delivery Plan

KD presented Paper BPIC(22)02 outlining key digital improvements and project deliverables over Q4 2021/22. New projects added to the portfolio over the course of 2021/22 are included.

JL noted since the last meeting there has been considerable delivery of projects and improvements. KD highlighted the important Q4 delivery period and was confident remaining deliverables would be implemented or progressed in line with planning. Delivery positions reflect current resourcing capacity and factor staff absences and leave.

The table in Annex A provides estimated and updated delivery timelines. BPIC noted not all projects were to be delivered in 2021/22 with some initiated for delivery over the following year.

BPIC agreed the Delivery Plan is well laid out and provides a helpful overview of the business improvements programme and demonstrates the scope and scale of work being delivered.

BPIC discussed publishing in the coming months a condensed version of the Delivery Plan to profile the digital delivery achievements. ISD will coordinate corporate communications with CDO and ISD updates on key digital projects and initiatives. LG to share the published Delivery Plan with BPIC members.

BPIC Corporate Improvement Priorities and ISD Portfolio Updates

KD presented Paper BPIC(22)03 which was noted by BPIC.

Key project status updates include imminent delivery of new Desk Booking; Overtime and Claims and Confidentiality Corporate Apps; further digital workplace solutions; commencement of the DESC platforms and pilot delivery phase; and phased planning and development of several corporate and casework digital systems and services.

KD confirmed the new Digital Meeting and integrated Teams solutions are installed in all offices and the previous video conferencing devices decommissioned. IW noted the new solutions worked well for supporting hybrid working and collaboration.

AM noted ISD's work in developing Electronic Reporting to Crown Counsel and transcription solutions to enhance digital casework capabilities in SCG.

BPIC noted importance and significant opportunities from the Next Generation Case Management system project, which will be planned over 2022/23 for multi-year development and implementation.

JL noted overlap of updates across BPIC Papers (22)02 and (22)03 and to simplify, updates will be condensed into one paper with the project status updates included (where applicable) in an annex.

Cloud Strategy and Delivery Framework

KD presented Paper BPIC(22)04. JL noted the Cloud Strategy and Delivery Framework had been discussed and approved by the Executive Board.

KD outlined the key elements of the strategy and the phased approach for implementation. Key next steps and delivery of cloud solutions and services discussed. BPIC noted importance of communicating the significant transformation and benefits from the implementation of COPFS' cloud strategy and services.

ISD Resources and Recruitment Update

LG presented an update on ISD's latest staff recruitment positions (including temporary or fixed-term resources to support delivery of DESC). While progress is being made in filling vacancies, eighteen permanent and temporary DESC roles remain unfilled at the time of the meeting. ISD continue to engage with its recruitment agency and are seeing benefits from the application of its recruitment strategy. BPIC noted the CDO had submitted a paper to WPG on tactical and strategic options for mitigating risks and issues relating to recruitment and retention of skilled IT and digital staff. BPIC will continue receiving ISD resources and recruitment updates at each meeting to enable it to monitor capacity to deliver and prioritise corporate business improvements. The current ISD recruitment challenges are reflected in the COPFS Corporate Risk Register.

AOB

BPIC noted this was the last meeting for Anthony McGeehan and Ian Walford as members of the committee and thanked them for their valuable contributions.

Date of Next Meeting

The next meeting is scheduled for 27 April 2022

Action Table

Meeting	Action	Member	Due Date	Update
5 November 2021	Digital Strategy Delivery Plan	Keith Dargie	July 2022	Updates provided to BPIC at each meeting.

	Update Communication			KD will publish a formal statement detailing delivery of the Digital Strategy Delivery to coincide with the 4yrs publication of the strategy (incl. 'setting the scene' for the next Digital Strategy).
3 February 2022	Delivery Plan for 2021/22 and Look Forward to 2022/23	Lisa Gibson	July 2022	BPIC discussed sharing a condensed version of the Delivery Plan to tell a story for the end of year and look forward to 2022/23 and engaging with Corporate Communications to publish on Connect.