CROWN OFFICE
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FISCAL SERVICE

SCOTLAND'S PROSECUTION SERVICE

Meeting: **BUSINESS IMPROVEMENT COMMITTEE** (05-17)

Date: **4 July 2017**

Chair: John Dunn

Attendees: Susan Cameron
Keith Dargie
Nancy Darroch
Elaine Hales (Secretariat)
Graham Kerr
Anthony McGeehan
Ian Walford

In attendance: Gillian McNamara (for Agenda Item 8 only)

Apologies: Helen Nisbet
Stephen Woodhouse

Agenda: 1. Welcome, Apologies and Agreement of AOB
2. Minutes of Last Meeting and Action Log
3. Portfolio Dashboard
4. BIC Portfolio Prioritisation
5. Risks
6. Stage 1 Report – Replacement for RESPOND
7. Stage 1 Report – Legal Document Database
8. Corporate Apps – Progress Report
9. AOB

Item	
1.	Welcome, Apologies and Agreement of AOB
	Apologies were tendered on behalf of Helen Nisbet and Stephen Woodhouse. AOB items agreed: • Scheduling of BIC meetings • CMiC Update • Dual Screens
2.	Minutes of Last Meeting and Action Log
	The proposed amendments to the minutes held on 23 May 2017 were agreed and

		approved for release under the Freedom of Information Act.

Actions from May meeting:

Action 1: Enhanced dashboard to make visible all improvements, stage of progress and resources requirements – Paper BIC24-17 and Agenda item 3 refers

Action 2: Portfolio prioritisation exercise – Paper BIC25-17 and Agenda item 4 refers. |
3.	Portfolio Dashboard	
		Elaine Hales introduced paper BIC24-17 in relation to the revised Portfolio Dashboard and explained that all the information was not yet available to enable resources to be aligned to the dashboard. However, the dashboard had been amended to show only the projects/initiatives approved by BIC, the current status and key milestones. It is envisaged that further work will be carried out to align resources going forward. The Dashboard was used as reference during discussion of the BIC Portfolio Prioritisation in Agenda item 4.
4.	BIC Portfolio Prioritisation	
		Elaine Hales introduced paper BIC25-17 which outlined the draft scoring allocated to the improvements contained with the BIC Portfolio using the agreed prioritisation matrix.

There followed a detailed discussion and the following points were agreed:-

Matrix
- To be amended to include compliance alongside legislative category.
- There was no requirement to include a separate category in relation to the Corporate Strategies. Each initiative/project should align with one or more of the 5 strategies.

Stage 1 Report template
- Matrix to be added for initial scoring by report author
- Column to be added for ISD/SD/BTD to complete to confirm capacity to absorb the work required (BAU/can absorb/cannot absorb)

Stage 2 Report template
- To include a list of stakeholders and agreement that they have signed up to the identified benefits.

Prioritisation dashboard
- Split table to show Legislative, live projects, stage 1's and 2's
- Include traffic lights re capacity to absorb.

Action: Elaine Hales to update matrix, Stage 1 and 2 templates and prioritisation dashboard for submission to next meeting. |

		Anthony McGeehan highlighted the importance of communicating with staff and making visible what improvements were on the Portfolio and how decisions on priority were made. It was agreed some form of communication should be prepared outlining BIC's agenda, programme and a brief narrative on how projects are prioritised. Although wishing to encourage ideas there needs to be a realism around achievability with the finite resources available. The prioritisation dashboard will be forwarded to SET and Exec Board for information. **Action: Keith Dargie/Susan Cameron and Graham Kerr to meet to discuss Stage 2's, benefits and potential report dates.** **Action: Elaine Hales to prepare draft communication for next meeting.**
5.	Risks	
		No risks had been highlighted by Project Managers for BIC's attention.
6.	Stage 1 Report – Replacement for RESPOND	
		Graham Kerr introduced paper BIC26-17 in relation to the proposed replacement for the current RESPOND correspondence management software. Although it had been suggested within the Stage 1 Report that a Corporate App might deliver the solution requirements, a workshop has been scheduled to discuss requirements. Further analysis will be required to ensure that whatever solution is chosen aligns the case management system and correspondence in relation to FOI, complaints etc to mitigate the current risk of RESPOND correspondence not being accessible or visible to Function staff. Corporate Apps information widgets and workflow notification and alerts will be considered as part of the above detailed analysis. The Committee scored the initiative using the prioritisation matrix and agreed an indicative scoring of 20. Keith Dargie confirmed that ISD has the capacity to take this forward to the next stage, initially via the above workshop. **Decision:** Approved to progress to Stage 2. Indicative date for submission of the Stage 2 report to be provided for the next meeting.
7.	Stage 1 Report – Legal Document Database	
		Graham Kerr introduced paper BIC27-17 in relation to the proposal to undertake the development work required to progress automatic updates on the service of citations and other legal documents which COPFS send to Police Scotland. Although a Stage 1 was being submitted, this was simply to formalise the initiative as this had been raised at BIC previously and work was already underway in collaboration with Police Scotland. In an attempt to arrange for appropriate Police Scotland collaboration on the design and development of a solution, Keith Dargie advised that he would be speaking with the Director of IT at Police Scotland in order to progress matters and it was agreed that an indicative date for submission of the Stage 2 report would be provided for

	the next meeting.
8.	**Corporate Apps – Progress Report**
	Gillian McNamara attended for this item and provided a demonstration on the Corporate Apps solutions evaluated in Business Services. These included Business Directory, Staff Absence, T&S and Vehicle Pool apps. She also provided an overview of the starters/movers/leavers App currently under development.

There then followed a detailed discussion with regards to the benefits and scope of the current project.   As Project Executive, Ian Walford advised that once the starters/movers/leavers App is complete it is anticipated that all the current Apps being trialled within Business Services and the new starters/movers/leavers App will be rolled out across the whole of COPFS in September 2017.   The project should then come to a close in November 2017 and work reverts to business as usual with any new Applications coming through BIC to prioritise thereafter.

Susan Cameron highlighted that there appears to be a number of products being launched or activities impacting the business during the month of September.   It was agreed that the dashboard should in future provide a useful way to track impact but representatives on the Board should highlight any foreseeable capacity issues within their Function where appropriate. |
| 9.

AOB | |
| | • Timings of Meetings
BIC meetings periodically do not coincide with the Executive Board. This can cause issues in relation to providing updates on progress of projects/initiatives.
Decision: It was agreed that following the meeting on 16 August, BIC meetings should be held every 8 weeks.

• CMiC Update
Keith Dargie provided an update on the current status of the CMiC Project. Work on the critical issues for UAT has been broken down into agile development sprints.   Although there has been some slight deviation from the sprint schedules (to reflect development and testing outcomes), ISD remain confident that they are on track to deliver within the agreed schedule for UAT in late September. The Executive Board signed off the Roll out Business Plan in February 2017 and Susan Cameron advised that the full Business Case including benefits will be issued to BIC for comment on 2 August.

• Dual Screens
John Dunn advised that BIC had approved Sheriff and Jury to be a priority in the roll-out of the Dual Screens. Keith Dargie assured the Committee that ISD had developed a plan for all business areas and that S & J would be incorporated and prioritised as appropriate, although it may be possible for ISD to rollout all of the duel screen monitors within a relatively short timeframe. S&J will be included and roll out commencing on 8/9 July and |

		would take 6 weeks to complete.
		• <u>MI Update</u> It was agreed that the Project Manager for the MI Project should be invited to the next meeting to provide a progress report on that project.