Business Process Improvement Committee (BPIC) Minutes 5 November 2021

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Business Process Improvement Committee, 5 November 2021

Minutes

Chair: John Logue, DCA, Local Court - JL

Attendees:

Ian Walford, Deputy Chief Executive – IW

Robert Tinlin, Non-Executive Director – RT

Keith Dargie, Chief Digital Officer - KD

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

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

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

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

Apologies:

Anthony McGeehan, Head of Policy – AM

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
    a. Delivery Overview
    b. Key Deliverables for Q3/Q4
    c. 2021/22 Project Updates
4. PIDM: Delivery of Enhanced App Update
5. Enquiry Point and Corporate Telephony Call Recording: Discussion Facilitation Note
6. Digital Strategy Delivery Plan Update
7. Any other business (AOB)

Welcome, Apologies and Agreement of AOB

The Chair welcomed members to the meeting. Apologies were noted from Anthony McGeehan. An update on the Case Management Outage on 5 November was highlighted for AOB.

Minutes of Last Meeting and Action Log

The minutes of the meeting held on 7 September 2021 were approved.

Updates on actions:

- Digital Strategy Delivery Plan communications will continue being incorporated to the CDO's ISD Updates. Next update will include key Q4 2021/22 deliverables, factoring COP26, capacity to deliver and priorities.

- Closure Reports Benefits Realisation will be documented as part of the corporate year improvements portfolio delivery process. To be included for discussion at BPIC meeting in Q1 2022/23.

BPIC Portfolio and Digital Transformation Programme 2021/22

KD presented Paper BPIC(21)16 outlining key digital improvements and project deliverables over the remainder of Q3 and Q4 2021/22.

Priorities include release of an enhanced PIDM Booking Application, rollout of Digital Meetings; launching the new Intranet; publication of COPFS' Cloud Strategy; and development of key SCG digital casework priorities. BPIC also received updates on progress of other projects in the portfolio, including the DESC project moving at pace with workshops and planning sessions taking place with partners and the supplier; development of the new HR digital system for testing and implementation next year; release of a new Corporate App to replace the current overtime paper-based system.

BPIC noted plans for engaging with key stakeholders from Q4 to scope COPFS' next generation case management system (enabling a project for replacing FOS and SOS-R to commence in Q1 2022/23) and defining a roadmap for evaluating Artificial Intelligence and automation technologies to transform digital casework processes. KD will set out vision, principles and frameworks for these strategic and digital business transformation initiatives, and details for a series of stakeholder engagement workshops.

A statement on the delivery of the Digital Strategy will be published in Q4 2021/22 ahead of a new COPFS Digital Strategy being published in 2022.

BPIC acknowledged the scale of the ambitious programme of work and discussed ISD's capacity to deliver projects over what will be a very busy period through to the end of the current corporate year. ISD's delivery and resourcing approaches are enabling delivery or significant progress over several projects in the 2021/22 portfolio. KD outlined the resourcing, capacity and project planning measures being applied, which includes the extended use of contractors, supplier partnerships and the phased

development or delivery for some projects. For relevant projects - in line with original delivery planning – project initiation, scoping or detailed planning processes will be completed or commenced in Q4. BPIC noted these approaches and will review a project update against the portfolio delivery plan at its next meeting.

DWM provided highlights from Paper BPIC(21)17 on improvements project deliverables. With some projects coming to an end, this allows ISD to look at development capacity to support SCG priorities. DWM also highlighted the DESC contract is signed and moving at pace; PIDM health check is complete and governance covering all key areas and expectations; deployment for CMiC S&J is planned for early January (rescheduled to take account of COP26 and the justice partners Festive Digital Systems Change Freeze. Next steps will involve defining small systems improvements for development prioritisation for SCG and LC casework and business systems.

PIDM: Delivery of Enhanced App Update

BPIC noted release of an enhanced PIDM Booking Application is on schedule for deployment for internal use on 23 November and to Defence Agents on 7 December 2021.

Enquiry Point and Corporate Telephony Call Recording: Discussion Facilitation Note

BPIC discussed Paper BPIC(21)18 relating to ISD's digital strategy driven modernisation of the National Enquiry Point (NEP) telephony and contact centre management systems. A key NEP improvement requirement is to have the capability to record customer calls for management and quality purposes. While it was envisaged that call recording capabilities would be provided to NEP staff and the direct customer contact services they provide, further consideration by business areas has highlighted business value from utilising this capability more widely across the organisation. The paper outlined the solution is scalable and indicative costs based on call volumes and operating assumptions. BPIC discussed call management scenarios and business value against indicative costs and will consider a detailed business case at a future meeting. This work will be aligned with ISD's project to modernisation the NEP solutions (work commencing from Q4 2021/22).

ISD Resources and Capacity to Deliver Paper

LG provided an overview of Paper BPIC(21)19 on ISD's latest staff recruitment positions, including temporary resources to support the delivery of DESC. While progress is being made in filling vacancies, over twenty permanent and temporary DESC roles remain unfilled at the time of the meeting. BPIC noted the proactive measures being applied to improve the recruitment and profiling of external IT advertisements and ISD's ongoing work with HR to develop a strategic recruitment plan. KD will also discuss the short, medium and longer-term options for mitigating ISD staff recruitment and wider strategic options at the Workforce Planning Group in

November. BPIC will continue receiving ISD resources updates to factor capacity to deliver. BPIC noted the current ISD recruitment challenges are reflected in the COPFS Corporate Risk Register

Digital Strategy Delivery Plan Update

Paper BPIC(21)20 documents ongoing Digital Strategy Delivery Plan progress. BPIC noted the delivery progress being made.

AOB

KD updated members on the background to Case Management system outage around 07:00hrs on 5 November 2021. BPIC noted the system shutdown issues, application of business resiliency procedures and that the Case Management System was restored around 11:15am. An ISD Post Incident report is being prepared and will consider and report any lessons learned.

Date of Next Meeting

The next meeting is scheduled for January 2022 (Note: rescheduled to February 2022).

Action Table

Meeting	Action	Member	Due Date	Update
5 November 2021	Digital Strategy Delivery Plan Update Communication	Keith Dargie	April 2022	Updates provided to BPIC at each meeting. Project updates provided on PF Eye and part of project communications plans. 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).
5 November 2021	Closure reports and Forward Look Summary	Deborah Wilson-McKay/ Lisa Gibson	To be discussed at BPIC Q1 2022/23 meeting	ISD will provide a summary of closure reports for 2021/22 and a forward look overview summary update and benefits for the financial.

5 November 2021	Key Deliverables Diagram		February 2022	Details should highlight between the projects which are locked in with scheduled dates from those which are longer term, also highlighting any projects where delivery dates have moved