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Business Process Improvement Committee (BPIC) Minutes 5 November 2020

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Business Process Improvement Committee, 05 November 2020

Chair:

Stephen McGowan, DCA, Local Court - SM

Attendees:

Robert Tinlin, Non-Executive Director – RT

Keith Dargie, Chief Digital Officer - KD

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

Bill Comrie, Head of Business Management, Serious Casework Group – BC

Anthony McGeehan, Head of Policy – AM

Lisa Gibson, ISD - Executive Business Manager - LG

Apologies:

Ian Walford, Deputy Chief Executive – IW

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

Amanda Hollis, ISD, Secretariat - AH

Agenda:

1. Welcome, Apologies and Agreement of AOB
2. Minutes of Last Meeting and Action Log
3. BPIC Portfolio and Projects: 2020/21:
 - a. BPIC Portfolio Projects
 - b. Digital Transformation Programme
 - c. Justice Digital Transformation Projects
4. Digital Workplace Programme Implementation Update
5. Digital Strategy Delivery Plan Update
6. Any other business (AOB)

Welcome, Apologies and Agreement of AOB

The Chair welcomed members to the meeting. KD introduced LG to the committee members. Apologies were received from Ian Walford, Deborah Wilson-McKay and Amanda Hollis.

Minutes of Last Meeting and Action Log

The minutes of the meeting held on 20 August 2020 were approved, subject to a correction reflecting Bill Comrie sending apologies to the last meeting. Minutes to be re-distributed for the record. All Actions agreed.

BPIC Portfolio and Projects: 2020/21:

- BPIC Portfolio Projects
- Digital Transformation Programme
- Justice Digital Transformation Projects

Papers BPIC(20)13, BPIC(20)14 and BPIC(20)15 were noted.

SM highlighted the Pre-Intermediate Booking App which is required to enable streamlined Summary Court business by managing and scheduling meetings with defence agents and for supporting digital court processes and new ways of working. This is required being delivered at pace with ISD working to deliver the digital solution in a three week timeframe. On track currently, with stakeholder demonstrations taking place 6 November to confirm essential functionality and required business processes. This solution will free up staff time and enable our lawyers to focus on case prosecution activities as a result of the administrative efficiencies and removal of manual forms. KD outlined the aim of having the initial app available for a week of intensive stakeholder and business process testing from Friday 13th November. The solution is required for release from 23 November.

RT noted the wide ranging programme of work and the extremely busy schedule and asked if ISD had enough capacity to deliver. KD advised it is challenging, highlighting the impact of focusing on helping deliver COPFS' COVID-19 operational response over the year to date and the major Digital Workplace Project taking a few weeks longer than estimated to complete. He confirmed that the temporary contractor and supplier resources requested by the ISD senior managers for delivering the programme outcomes are in place or will be imminently to support the ISD team. KD also explained the phasing and carefully managed product release approaches for a number of the projects, including for the Witness Portal, which are designed to factor resources and to provide viable delivery outputs by end of March 2021 and the need to work closely with partner organisations and stakeholders. KD emphasised the drive for completing or demonstrating substantive momentum across the range of strategic digital transformation projects and the demonstration of return on investment.

BC raised it would be good to see movement on the AI outputs given their importance for delivering significant casework efficiencies and for transforming processes, highlighting that there is a real appetite and positivity for these solutions. GC was pleased to note the electronic of transfer of documents and emails from iPads improvements being incorporated, highlighting these digital solutions will

support staff in their working needs and provide important morale boosts when delivered.

KD outlined the communications and programme stakeholder and engagement for supporting the Digital Transformation Programme.

BC asked if there was risk involved with the amount of work. KD acknowledged it is ambitious but reflects the importance and the opportunities from bidding for additional funds. He reiterated the recruitment of people and supplier resources to deliver the programme deliverables and the phased and managed product scoping and delivery approaches. KD referred to the issues experienced in obtaining Disclosure Scotland clearance for temporary or permanent staff, in some instances delays of up to 2 months which has had an impact to planned work activities. A clear break down of the programme delivery roadmap will be published this month factoring the current positions and delivery scenarios.

Digital Workplace Programme Implementation Update

Paper BPIC(20)16 was noted.

KD provided an overview of the work completed to successfully upgrade all COPFS laptops to Office 365 (O365) and the VDI Systems to Windows 10, O365 and the release of new versions of FOS and SOS-R (incorporating the Evidence and Procedure Review (EPR) changes). KD highlighted the significant efforts and achievements by his team in delivering these complex upgrades (involving the biggest systems changes for five years) to the required Microsoft compliance timescales. He also noted the collaboration from functions to help test and support the phased implementation of the new systems. KD highlighted that while we now use the latest Microsoft Office applications operating from the Cloud, COPFS' corporate and case management data remains located and managed in our Edinburgh and Glasgow data centres. Provided detail around the 3 known case management system testing issues, one of which has been resolved and the other two (which have user process workarounds in place) will be resolved with software releases scheduled for w/c 9 November subject to completion of testing. KD outlined future enhancements: Azure and data transition to the Cloud, full use of Teams facilities, Digital Meetings plans, and the strategic removal of fixed telephone systems which has significant cost saving opportunities. Plans will be confirmed and communications published over coming weeks and months.

Committee members acknowledged the achievements by ISD on the completion of the essential Digital Workplace upgrade projects and the other important digital corporate solutions delivered over the course of the year, noting the volume of work and the commitment required by the ISD team to deliver successfully at a time when colleagues are having to mostly work remotely.

Digital Strategy Delivery Plan Update

Paper BPIC(20)17 was noted.

KD outlined the Chatbot and live chat solutions approaches in response to queries from RT. KD highlighted he will produce a formal statement in January coinciding with the four year anniversary of the publication of the current Digital Strategy. KD will develop a new Digital Strategy in 2021, with the current indicative plan for publishing this in Q3 2021/22. No further comments.

AOB

No AOB raised.

Date of Next Meeting

The date of this meeting was extended to reflect BPIC availability. The next meeting will be scheduled for January 2021, which supports the development of the transformation programme and BPICs discussions on the key next-step transformation and improvement priorities.

Actions Table

Meeting	Action	Member	Due Date	Update
30 November	LDD/Witness Citation Project	Keith Dargie	30 November 2020	Go Live is currently scheduled for week commencing 30 th November 2020, pending successful completion of joint COPFS and Police Scotland system to system testing and live release readiness (weekly delivery meetings held).
October 2020	Digital Transformation Programme Delivery Roadmap	Keith Dargie	November 2020	Confirm the Delivery Roadmap for the Digital Transformation Programme [Note: Being published in Nov 2020]
31 January 2021	Digital Strategy Delivery Plan	Keith Dargie		Updates provided to BPIC at each meeting. Project updates provided

	Update Communication			<p>on PF Eye and part of project communications plans.</p> <p>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).</p>
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