

**STAFFORDSHIRE CONNECTS
CRM Support and Development Group
Stoke-on-Trent City Council**

**12th May 2.00 pm to 4.15 pm
Minutes of the Meeting**

Attendees:

| Present: | Name | Authority |
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| | Sara Davies | East Staffordshire Borough Council |
| | Ann Marie Bell (Vice Chair) | Stoke-on-Trent City Council |
| | Ysanne Williams (Chair) | Lichfield District Council |
| | David Prescott | South Staffordshire District Council |
| | Urszula Rayner | Staffordshire Connects |
| | Stephanie Stanistreet | Staffordshire Connects |
| | Petra Foster | Cannock Chase District Council |
| | Darren Buttery | Staffordshire Connects |
| | Jodie Guy | Staffordshire Connects |
| Apologies: | Paul Atkins | Staffordshire Connects |
| | Bob Crockard | Stafford Borough Council |
| | Erica Kiernan | Staffordshire Moorlands District Council |
| Absent: | Stuart Cliff | Tamworth Borough Council |
| | Julie Ray | Newcastle-under-Lyme Borough Council |
| | Sandra Polles | Newcastle-under-Lyme Borough Council |
| | Karen Childs | South Staffordshire District Council |
| | Claire Peek | South Staffordshire District Council |
| | Rob Vernon | Tamworth Borough Council |
| | Leigh Brookes | South Staffordshire District Council |

Actions/Resolutions:

Action 1: A meeting be arranged to discuss the approach to the completion of functional specifications for the priority developments and to identify any assistance needed. The meeting should involve relevant partners.

Action complete – A meeting was held on 20th May, 2010 relating to the calendar developments and the bartec integration

Action 2: The template for the functional specification should be circulated to partners who have had priority pieces of development work approved by the CCFG.

Action complete – the functional specification template was circulated to relevant partners

Action 3: A representative from Staffordshire County Council be invited to attend future meetings of the CRM support and development group.

Action complete – Details of future meetings of the group were provided to Rob Stevenson, whose details were also added to the distribution list for the group.

Action 4: The CRM support and development work plan be updated to reflect the decisions taken by the group and to remove pieces of work that have now been completed.

Action complete – the work plan has been updated and the revised version will be circulated to the group for discussion at its next meeting.

Action 5: Partners attending the review meeting with MacFarlane should send details of any other issues for discussion direct to Ann Marie Bell in advance of the meeting on 13th May 2010

Action complete

Action 6: Ysanne Williams to contact Graham Oliver to discuss the possibility of a demonstration of functionality that he has developed for R12 CRM at a future meeting of the group (possibly 28th July 2010)

Minutes of the Meeting

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| 1 | Introductions | |
| A | Introductions were made around the table and apologies recorded. | None – for information only |
| 2 | Minutes and Actions from previous meeting. | |
| A | The minutes of the previous meeting dated 24 th March 2010 were reviewed and agreed. All actions agreed at the meeting had now been completed. | None – for information only |
| 3 | CRM Development Plan and Feedback from CCFG Special Meeting | |
| A | A special meeting of the CCFG had taken place on the morning of 11 th May to consider and approve the CRM development business cases. The group was updated on the decisions made by the CCFG, namely: | None – for information only |

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| | <ol style="list-style-type: none"> 1. That the CCFG had approved a draft development plan based upon the business cases that had been reviewed. The draft plan contained sufficient work to occupy the time of the core team for approximately 12 months. 2. From the initial development requests, a number had been identified as being of particularly high priority. Detailed work to quantify these pieces of work should now commence and should involve the production of functional/technical specifications. 3. A separate meeting to start off the process of completing the functional specifications for the four priority pieces of work should be arranged for as soon as possible. 4. Preparatory work for the non-priority developments also approved should continue alongside in order that they can commence as soon as the priority developments have been completed. 5. Any new developments identified should be handled using the processes set up for requesting work. The impact of these pieces of development should be considered in light of what it currently in progress and what else is on the development plan at that time 6. The management of the pieces of work should sit with the CRM Support and Development Group, with progress updates being submitted to the CCFG. | |
| B | The group discussed the next stage of the process – the completion of functional specifications for the approved pieces of work. This would be a collaborative exercise between the partners and the core team. The group agreed that work on the functional specifications should start as soon as possible and that a meeting to start this off and discuss the approach should be arranged for 20 th May 2010. This should initially be for the calendar work and the BAatec integration, with a separate meeting being arranged for the GIS work. In the meantime, the template for the functional specification should be circulated to those who have had priority pieces of work approved. | Action 1 Action 2 |
| C | The group also discussed the potential impact on the development plan of greater involvement by Staffordshire County Council, particularly in respect of any development work that they might request. As with other pieces of work, it was agreed that this situation would be handled using the existing processes for requesting development i.e. the completion of a business case that is reviewed and prioritized by the CCFG. The group also felt that it would be beneficial if Staffs County Council were represented at meetings of the CRM support and development group. | Action 3 |
| 4 | Work Plan Highlight Report | |
| A | The group reviewed the work plan for the group (version 5 March 2010). The following is a summary of the discussions and decisions taken. Workstream 1 – maximising CRM Functionality This should remain on the work plan with the emphasis being on the informal exchange of information at group meetings and where relevant the provision of information on the Staffordshire Connects Website | Action 4 |
| B | Workstream 2 – Benchmarking This is essentially about exchanging information and linking with other Oracle CRM users. The main mechanism for this is the UKOUG whose next meeting is scheduled for 20 th October 2010 at Blythe Valley in Solihull. Details when know should be circulated to partners. | None – for information only |
| C | Workstream 3 – CRM Development Path This should remain on the work plan but no practical involvement on the part of the group can be considered until the strategic direction for CRM has been | None – for information only |

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| | determined. | |
| D | Workstream 4 – Partner Development Priorities Now that a draft development plan drawn up by the group had been agreed by the CCFG, this item could now be removed from the work plan. The focus of the group should now be on managing the pieces of development work that have been approved. | None – for information only |
| E | Workstream 5 – CRM Training and Materials This is work in progress. The existing user guides have been updated and in that sense this piece of work has been completed. There will be a process of ongoing review to take into consideration updates to the CRM. This piece of work can be removed from the work plan. | None for information only |
| F | Workstream 6 – Change Control Process The revised change control process and documents have been in operation for some time now. Consequently, this piece of work has been completed and can be removed from the work plan. | None – for information only |
| G | Workstream 7 – CRM Development Platform The development platform has been updated to release 12 and has been available to partners for some time. Consequently this item can now be removed from the work plan. | None – for information only |
| H | Workstream 8 – CRM Documentation and Administration This is work in progress. The VSS has been set up on a separate server so that it is accessible to both the core team and Capula. There have been a few problems relating to access. Consequently, until these are resolved, this needs to remain on the work plan. | None – for information only |
| 5 | CRM Support Statistics | |
| A | The CRM support statistics to the end of April were reviewed by the group. If any partners had any queries in relation to the information, these should be directed to the core team. | None – for information only |
| 6 | AOB | |
| A | The meeting with Macfarlane Meeting to discuss the issues with the current contract had been arranged for 13 th May 2010 at SoTCC Contact Centre at 10am. Macfarlane had asked for a finalised agenda prior to the meeting. Any last minute additions to the agenda and details of any issues not yet recorded should be e-mailed to Ann Marie Bell who had arranged the meeting as soon as possible | Action 5 |
| B | David Prescott from South Staffs District Council asked for the opinions of those who had attended the recent UK Oracle user group meeting. A number of features implemented by the Durham partnership had been demonstrated, as had some features developed by Graham Oliver from Mokum. The group was advised that Staffordshire Connects had already put in place mechanisms for closer working arrangements with Durham. It was suggested that it would perhaps be useful to invite Graham Oliver to a future meeting to demonstrate some of the features that he had showcased. A tentative date for 28 th July was suggested. | Action 6 |
| C | Sara Davies from East Staffs Borough Council asked whether it was possible to save e-mails as an attachment in support of a service request. Urszula Rayner agreed to investigate this and report back to Sara. | None – for information only |
| 7 | Date of next Meeting: - Wednesday 16th June 2010 | |
| A | East Staffordshire Borough Council agreed to host the next meeting of the group, which is scheduled for Wednesday 16 th June 2.00 pm to 4.00 pm. | None – for information |
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