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| ISS Logo Sig1(Pantone) | 25 Heng Mui Keng Terrence Singapore 119615 |

# Minutes of Meeting

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| **Ref. No** | **:** | MITO | |
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| **Present** | **:** | **Team E2 (Pacific Petroleum – PP)**  Chen Fuxiang (A0065727X)  Mark Huang (A0026484A)  Daniel Tang Eik Hong (A0080020E)  Aung Thana (A0065932B)  Ng Chun Sheng, John (A0066001Y)  **Team E1 (Future Tech – FT)**  Aparna Chenichery (A0065765U)  Bee Hong (A0079963J)  Mok Hei Chee (A0080038M)  Mon Ye Thant (HT082149R)  Thida Khin Myo Thaung (A0005954E) |  |
| **Absence with Apologies** | **:** | Not Applicable |  |
|  |  |  | |
| **Date** | **:** | Wednesday 21 April 2010 | |
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| **Venue** | **:** | ISS Room 2-8 | |
|  |  |  | |
| **Time** | **:** | 19:20 hrs to 22:00 hrs | |
|  |  |  | |
| **Distribution List** | **:** | See Present List | |
|  |  |  | |
| **Subject** | **:** | Monthly Progress Meeting | |

| **No.** | **Matters / Issues** | **Action** | **Status** | **Due Date** |
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|  | Agenda |  |  |  |
|  | The agenda for the meeting is:   1. Progress Report 2. Regular Progress Meeting 3. Personnel Movement 4. Staff Commitment 5. Service Quality / Change Request procedure 6. Failure and Enhancement of the Project Planning and Monitoring Database Application 7. Late Payment for first quarter of 2010 8. Software Ownership 9. Software Installation 10. Mainframe Technology issue | For information |  |  |
|  | Progress Report |  |  |  |
|  | FT said there was a delay of 2 weeks for the project at the end of Quarter 1, but does not foresee any further delay.  Reason of Delays   * Software documentation missing or incomplete; * Difficulty in getting full users’ commitment in project, thereby resulting in delays in completion of user reviews; * Senior staffs do not attend most meetings and the junior staffs who attend do not have the authority to make decisions and decisions made at meetings await management endorsement or even contradiction.   On the note of user’s participation and decision-making during the review meetings, PP will ensure greater user participation in future. PP will ensure meeting henceforth would be attended by individuals empowered to make decisions.  PP highlighted that it would be beneficial for FT to also track the notifications of meetings and decision points during the meeting. These would help FT to surface these issues in the monthly progress meeting for PP’s management attention. FT is agreeable to monitor these parameters and to be included in the subsequent monthly progress reports | PP noted the reasons for delay.  PP  FT | Closed  Open  Open | 21 Apr 2010  19 May 2010  19 May 2010 |
|  | PP asked what the expected response time required of users was. They wanted the information to get users prepared.  FT will make sure users are communicated well in advance about the tasks that require their participation so that they can plan their schedule accordingly.  FT said sufficient time would be provided for users review. Typically, a few days to a week will be given. | PP and FT to note. | Closed | 21 Apr 2010 |
|  | Regular Progress Meeting |  |  |  |
|  | FT suggested to hold the regular monthly progress meeting as stated in the contract. Both parties agreed to meet the following month to take stock of the project and the date of the meeting was fixed as **19th May 2010.** | FT and PP to note. | Open | 19 May 2010 |
|  | Personnel Changes |  |  |  |
|  | PP highlighted the following personnel change :   * Edward has been promoted to CIO, * Larry Goh would be the main **Point of Contact** for the Project   FutureTech noted the change and advised that the key point of contact at their end remains to be Ralph Cheng. | PP and FT to note. | Closed | 21 Apr 2010 |
|  | PP said that Mike and Wei Guo have problems dealing with users and FT agreed that the two staffs were having service attitude issues.  FT would look into shifting them back to a backend role.  FT added that Doris could fill the gap and take on a fronting role since she is familiar with the users in PP. PP expressed concerns that Doris could become a bottleneck.  FT said that they would study how best to address PP’s concerns. | FT would look into shifting the two staff mentioned to a backend role.  FT to study how best to address PP’s concerns regarding service consistency issues. | Open | 23 Jun 2010 |
|  | FT also highlighted that :   * David Chew (team lead) had given notice to resign and will leave in one month time. * His position will be taken over by Santosh Mohan who has good experience as a project team lead as evidenced in his CV. * FT mentioned that Santosh is very strong in technical matters and FT is confident that he would be able to gain domain knowledge from Ralph and Doris. Also the documentation prepared as part of the project will help him get up to speed quickly. * In the initial stages of transition, Ralph and Doris who are very familiar with PP would help and guide Santosh. | PP to note. | Closed | 21 Apr 2010 |
|  | Staff Commitment |  |  |  |
|  | PP raised concerns over Doris:   * PP highlighted that they had faced difficulties at times to contact Doris directly, at a managerial level. * FT commented that Doris remains committed to this outsourcing project and her performance has so far been very good. * PP added that Doris had been spotted with PP’s competitor ASEAN Oil Corp at some public event. PP expressed concerns over the large turnover of experienced personnel for the project and worried that Doris would leave as well. * FT further explained that they have in place an established project management process to sustain project continuity should personnel leaves. While there is no current plan to move any key personnel (e.g. Doris), such a continuity process will bring more stability to the project and avoid any over-reliance on any particular individual. * FT added that they are fully committed to this outsourcing project. FT also sought PP’s understanding that certain staffs may, from time to time, be assigned other tasks as part of their internal deployment plans but assured this would not affect the quality of their services to PP. If there are service issues, FT would endeavour to resolve them quickly. FT also said that Doris will not be pulled out of the project without informing PP. * PP said that there was no issue with Doris being attached to other projects in FT in the future, but that PP would like the assurance that FT is able to have a proper transition from Doris to Santosh in the short term. | FT said that in case there is any difficulty in contacting Doris, Ralph can be informed so that the issue can be addressed expediently.  FT said Doris would also be requested to document her domain knowledge so that this can be referenced by others in FT when handling requests from PP. | Closed | 21 Apr 2010 |
|  | Service Quality |  |  |  |
| * 1. 1 | FT highlighted that :   * They have been inundated by ad-hoc Change Requests (CRs) that are usually sent through informal means such as phone calls. * Many users are still not seeking help via raising a formal service request, which complicates monitoring request raised and service quality. * FT wants PP to educate their users on the proper protocol to follow when raising change requests. * They have put in place proper change procedures for any system changes as part to the outsourcing contract. This provides long term benefits and is critical to addressing past quality issues faced by PP prior to this outsourcing project, thus should be maintained to achieve good quality.   PP agreed to educate their users on the proper protocol to follow when raising change requests while seeking FT’s understanding to allow more time for the PP’s users to appreciate the new process. | PP will educate their new and existing users on the proper service request process to follow. | Closed | 19 May 2010 |
|  | PP proposed that a two level support helpdesk be created, one for simple requests, and another for more complex problems.  PP added that while they have no issue with the need to maintain proper documentation of change requests, there should still be flexibility in the process to deal with simple changes in a more expeditious manner.  FT said that   * They can explore the possibility of empowering junior staffs to service simple change requests, while leaving more complex requests involving change of codes to be routed through normal processes. * They will revert on the fast track procedures for such simple request for approval by PP. | * FT to explore the possibility of empowering junior staff to service simple requests. * FT will consider the proposed fast track service request process suggested and let PP know if it is feasible by next meeting. | Open | 19 May 2010 |
|  | Project Planning and Monitoring Database |  |  |  |
|  | FT said that the quality of this application and its documentation were both severely lacking, as seen in the recent outage.  FT spent considerable amount of manpower and time to document and improve the quality of the system. However, they added that the program should be rebuilt from scratch before any enhancements be made, to ensure stability of the entire system going forward.  They suggested that a separate chargeable CR be raised to improve the system quality. FT said that building from scratch would lead to the application being much more stable and hence bring down the cost of maintenance and improve quality which is beneficial to PP, and thus improves customer satisfaction, especially when this is deemed an important system to PP. FT highlighted that the ensuring good quality was one of the goals of the outsourcing project. Furthermore, the system availability has improved since the outsourcing to FT.  FT said they have patched existing faults with the system after the outage in March, but cannot guarantee that it would be fault free in the immediate future.  FT agrees to provide CBA to justify the cost of rebuilding the system.  Meantime, FT would freeze the enhancement, and do a CBA to be presented to PP management.  PP said that there is no guarantee that the proposal would pass management, as there is no budget at present. | FT to provide PP with a CBA for rebuilding the project planning and monitoring system by next meeting. CBA will be used by PP to justify to management on FT’s concerns. | Open | 23 Jun 2010 |
|  | FT said that the investigation into the downtime in March indicated that the failure was due to defective old code, and that a workaround was currently used to get the system working. FT reiterated that a long term solution was to rebuild the system. PP accepted FT’s response, but would only agree to a rebuild after PP’s management reviews the CBA and agrees to this. | Action related to 7.1 | Closed | 21 Apr 2010 |
|  | **Late Payment for first quarter of 2010** |  |  |  |
|  | FT said they have yet to receive payment for services rendered to PP in the first quarter, even after repeated calls to PP accounts and invoices sent on time. FT would like the payment to be resolved immediately.  PP said that payments would be made and processed within 3 working days’ time. (Worst case 1 week). FT accepted the offer.  To prevent similar occurrences in the future, PP suggested to Ralph that payment issues be raised in meetings in a timely manner. | PP to take immediate corrective action and have the payments made within 3 working days’ time. | Open | 26 Apr 2010 |
|  | **Software Ownership** |  |  |  |
|  | FT is exploring the possibility to reuse some of the software utilities being developed during the course of the project for their other projects. They don’t have anything concrete in mind currently but would like to sound out PP on their stance, specifically whether PP would be amenable to such requests, if made by FT in future.  PP said that the software can be redistributed to other companies, but with the sensitive components “stripped” from the software.  The product can then be redistributed as a commodity or “productized” and sold for profit, which could be shared between both parties.  FT concurred with PP. | PP would work with FT to determine the sensitive components to be “stripped” from the “productized” copy. | Open | 23 Jun 2010 |
|  | **Software Installation** |  |  |  |
|  | PP said that they would be expanding to Shanghai and Myanmar, and would require existing software to be installed on FT’s spare server capacity to service these locations.  FT said that support, infrastructure, and maintenance costs would be incurred but these cannot be computed without further details.  PP agreed to provide FT the sizing of both locations so that FT can determine the costs. | PP to provide FT the sizing of both locations so that FT can determine the costs. | Open | 23 Jun 2010 |
|  | **Mainframe Technology Issues** |  |  |  |
|  | PP requested FT to explore the possibility of purchasing new hardware to replace the ageing IBM z-Series mainframes, and if any costs would be incurred.  FT said that the costs involved would be substantial. As this is outside the scope of the current contract, the costs would need to be negotiated.  FT proposed that costing be determined and a new contract be drafted to cover this upgrade. FT said it is open to purchase new hardware, if the PP pays for the use of the hardware based on a utility model. | FT to work out the cost of hardware and software upgrades for mainframe replacement, and inform PP in the subsequent meeting. | Open | 23 Jun 2010 |

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| ***Attachments:*** | *Not Applicable* |
| ***Documents Received:*** | *Not Applicable* |

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| ***Prepared By:*** |  |
| ***Vetted By:*** |  |
| ***Date:*** |  |

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| **Accepted By:**   | **Name** | **Signature** | **Date** | | --- | --- | --- | | Team E1 & E2 | *Team E1*    *Team E2* | Thursday  6 May 2010 | |