# Supplier Governance Board (SGB)

## Terms of Reference

| Chair | Core Membership | | Optional Attendees | Meeting Frequency |
|---|---|---|---|---|
| SBO | • MoJ Chief Digital & Information Officer<br>• MoJ Technology Directors<br>• NOMS/NPS Business Directors<br>• MoJ Supplier Manager<br>• MoJ Senior Business Partner (Finance)<br>• MoJ Deputy Director TDCCM | • Supplier – Justice Account Director<br>• Supplier - Client Directors<br>• Supplier - Service Directors<br>• Supplier - CTO<br>• Supplier - Head of Programmes<br>• Supplier - Commercial Lead | MoJ Head of Supplier Management | Quarterly |
| | | | | **Reports to** |
| | | | | CDIO |

| Objectives | Inputs |
|---|---|
| GOVERNANCE<br>• To review the quality of the relationship between MoJ and the Supplier from a Service, Commercial, Project and Technical perspective and provide direction on such activities as are required to improve it<br>• To exercise the contractual role in respect of escalated performance, commercial and financial issues as they relate to Supplier contracts (incl 3rd parties) and direct such action as may be required to resolve escalated issues<br>• To establish Supplier delivery priorities in the context of the medium term MoJ vision | • Supplier Survey results<br>• Customer Survey results<br>• Insight (pack) from Supplier covering Service, Commercial, Project and Technical updates at a strategic level and future direction of travel.<br>• Escalations from SMB, CFB, PPB |

| Responsibilities & Accountabilities | Outputs |
|---|---|
| • Provide direction on escalated issues to improve performance against agreed contractual frameworks minimising delivery risk<br>• Resolve relationship, commercial/financial issues arising between MoJ and the Supplier<br>• Exercise escalation roles as appropriate | • Actions for MoJ and Suppliers to deliver at Assurance Boards and Feeder Meetings<br>• Agreed Supplier priorities<br>•Agreed remedial activities and or focus areas<br>• Agreed escalations |

# Commercial and Finance Board (CFB)

## Terms of Reference

| Chair | Core Membership | | Optional Attendees | Meeting Frequency |
|---|---|---|---|---|
| Supplier Relationship Manager | • MoJ Senior Commercial Manager<br>• MoJ Supplier Relationship Manager<br>• MoJ Finance Business Partner<br>• MoJ Contract/exit Manager<br>• MoJ Technology Programme Manager | • Supplier – Client Director<br>• Supplier – Commercial Lead<br>• Supplier – Finance Manager<br>• Supplier – Exit Manager | | Monthly<br>**Reports to**<br>SGB |

| Objectives | Inputs |
|---|---|
| MANAGEMENT:<br>• To review the overall commercial and financial health of the account.<br>• To review and resolve commercial issues, disputes and financial issues relating to the account, agreeing any remedies or mitigation activities required for delivery through the Commercial function.<br>• To review and monitor issues with payments.<br>• To review and monitor change requests, arranging approvals where necessary.<br>• To review the future business pipeline, including any procurement activity being run which may be of interest.<br>• To review the escalated issues from the Operational Management Commercial "feeder" meetings, agreeing remedial activities for delivery through the Commercial function, or formal escalation to the Supplier Governance Board where appropriate | • Reports on finance and commercial matters<br>• Billing summaries<br>• Contract change requests<br>• Escalated issues<br>• Pipeline CCN<br>• Aged debt / working at risk logs<br>• Exit action reports and the status of the exit tasks |

| Responsibilities & Accountabilities | Outputs |
|---|---|
| • Resolve commercial/financial issues arising between MoJ and the Supplier<br>• Review Contract Change Notes<br>• Ensure key commercial principles of the contract are implemented e.g. indexation<br>• Exercise escalation roles as appropriate | • Actions for MoJ and Suppliers<br>• Commercial principles<br>• Reviewed contract changes<br>• Escalation of issues |



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# Service Management Board (SMB)

## Terms of Reference

| Chair | Core Membership | Optional Attendees | Meeting Frequency |
|---|---|---|---|
| MoJ Digital and Technology Head of Service | • MoJ Digital and Technology Head of Service<br>• MoJ Operations Manager<br>• NPS Head of ICT Support<br>• MoJ Supplier Manager<br>• MoJ Technical SMEs<br>• Supplier – Senior Delivery Manager<br>• Supplier - Service Management Leads | | Monthly<br>**Reports to**<br>SGB |

| Objectives | Inputs |
|---|---|
| MANAGEMENT:<br>• To review and assure the reported performance of operational services against contracted targets (SLA's & KPI's)<br>• To review the top 5 Service Risks & Issues impacting delivery of contracted services, agreeing any remedies or mitigation activities required for delivery through the Service Operations and Delivery Functions.<br>• To review the delivery of the top 5 Continual Service Improvement Plans, measuring any associated benefits resulting from the activities.<br>• To review and assure reported Customer Satisfaction measures via surveys and end-user engagement.<br>• To review the escalated issues from the Operational Management Service "feeder" meetings agreeing remedial activities for delivery or formal escalation to the Supplier Governance Board where appropriate.<br>ASSURANCE:<br>• Monitors the effectiveness of all service improvement initiatives<br>• Monitors the effectiveness of service continuity plans<br>• Monitors levels of customer satisfaction with operational services | • Heat map<br>• Service performance statistics<br>• Escalated issues from feeder meetings<br>• Risks and Issues logs<br>• Service credit summary<br>• Customer surveys<br>• CSIP plans |

| Responsibilities & Accountabilities | Outputs |
|---|---|
| • Adherence to contracted service levels<br>• Delivering against efficiency targets by reducing the cost of operational service delivery<br>• Mitigating the risk to the business from service failure<br>• Improving levels of customer satisfaction with Live Services | • Actions for MoJ and Suppliers<br>• Monthly Service Management Report<br>• Service Credit agreement<br>• Risk mitigation log<br>• Service continuity plans<br>• Service Improvement plans<br>• Customer satisfaction results<br>•Escalation of issues to Supplier Governance Board |



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# Programme & Projects Board (PPB)

## Terms of Reference

| Chair | Core Membership | Optional Attendees | Meeting Frequency |
|---|---|---|---|
| MoJ Supplier Manager | • MoJ Head of Project Delivery<br>• MoJ Supplier Manager<br>• MoJ/NOMS Programme/Project Leads<br>• Supplier – Programme and Project Director<br>• Supplier - Programme and Project Leads | •Supplier – Client Director | Monthly |
| | | | **Reports to** |
| | | | SGB |

| Objectives | Inputs |
|---|---|
| MANAGEMENT:<br>• To review the current and projected delivery of relevant projects and programmes.<br>• To review any risks or issues impacting the delivery of the projects and programmes and/or any impacts on Live Service, agreeing any remedies or mitigation activities required.<br>• To review the performance of projects in Feasibility, Initiation, Design, Delivery and Closure against time, cost and quality measures.<br>• To review proposed changes to scope relating to any projects and programmes.<br>• To review the escalated issues from the Operational Management Project "feeder" meetings, agreeing remedial activities or formal escalation to the Supplier Governance Board where appropriate<br>ASSURANCE:<br>• Monitors the effectiveness of all project improvement initiatives<br>• Monitors levels of customer satisfaction with project services | • Supplier-generated Management Information pack provided 5 working days ahead of the Board<br>• Portfolio and Project summaries<br>• Project pipeline<br>• Escalated issues<br>• Risks and Issues logs<br>• Customer satisfaction feedback post-delivery (if available) |

| Responsibilities & Accountabilities | Outputs |
|---|---|
| • Delivery of agreed programme and project outcomes<br>• Mitigating the risk to the business from project failure<br>• Improving levels of customer satisfaction with Programmes and Projects | • Actions for MoJ and Suppliers<br>• Monthly programme and projects Report<br>• Risk mitigation log<br>• Project Improvement plans<br>• Escalation of issues |



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