



MIAP Service Management Board Terms of Reference

1. PURPOSE OF DOCUMENT

The purpose of this document is to describe the terms of reference of the MIAP Service Management Board.

2. INTRODUCTION

MIAP is a UK wide, shared information service provider within the post-14 education market. It manages a range of shared services for the education sector. All its services are based on providing an enabling infrastructure for the sharing of provider and learner information. Many of these services are relatively new to the education market or under development. These services include:

- Learner Registration & the Unique Learner Number (live service)
- UK Register of Learning Providers (UKRLP) & the Provider Reference Number (live service)
- Personal Learning Record (PLR) (live service)
- OLASS Learner Plan (live service)

3. TERMS OF REFERENCE

The main purpose of the Service Management Board is to undertake direction-setting, leadership and operational management of the MIAP shared services. The terms of reference of the Service Management Board are to:

- Deliver the service in a fashion that ensures that MIAP's strategic objectives are met.
- Set direction, manage and oversee the management of the MIAP shared services, including but not limited to benefits realisation, account management, data quality governance, deployments and service/supplier management as well as the monitoring of the service against annual business plans and Service Level Agreements (SLAs).
- Establish and agree priorities, manage resources and budgets assuming financial and operational oversight of the MIAP Services.
- Decision-making authority for key issues affecting the service.
- Act as an escalation route to the Cross Sector Information Services Governance Board (CSISGB).
- Monitor performance against the business plan, addressing performance reporting, planning and risks and issues management.
- Approve annual Release Cycles and sign-off changes to Release Cycle
- Approve and sign-off Business Cases for new and/or external work such as commissions from customers.

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- Carry out the delegated instructions of the Cross Sector Information Services Governance Board (CSISGB).
- Oversee the creation and approval of the required Service Level Agreements (SLAs), including Operational Level Agreements with customers and suppliers.
- Clarify and communicate the obligations of the service as a shared, cross sector information system infrastructure to the wider community of users.
- Conducting Business Continuity and Disaster Recovery planning and formal reviews
- Manage and resource the creation of key documents including business plans, benefits realisation plans and benefits profile, resource management plans, operational and strategic risk management strategy, stakeholder and communications plans.

4. MEMBERSHIP

The Skills Funding Agency is legally responsible for the delivery of MIAP services. It has the authority to make decisions on direction and spend within a defined budget. This authority is delegated to the MIAP Senior Responsible Owner. The membership of the Service Management Board:

- Skills Funding Agency Chief Information Officer/ MIAP Senior Responsible Owner
- Skills Funding Agency Programme Director
- MIAP Head of Service
- MIAP Benefits Manager
- MIAP Service Manager
- MIAP Customer and Service Director
- MIAP Deployment & Support Manager
- MIAP Data Manager

Suppliers (as required)

5. MEETING FREQUENCY

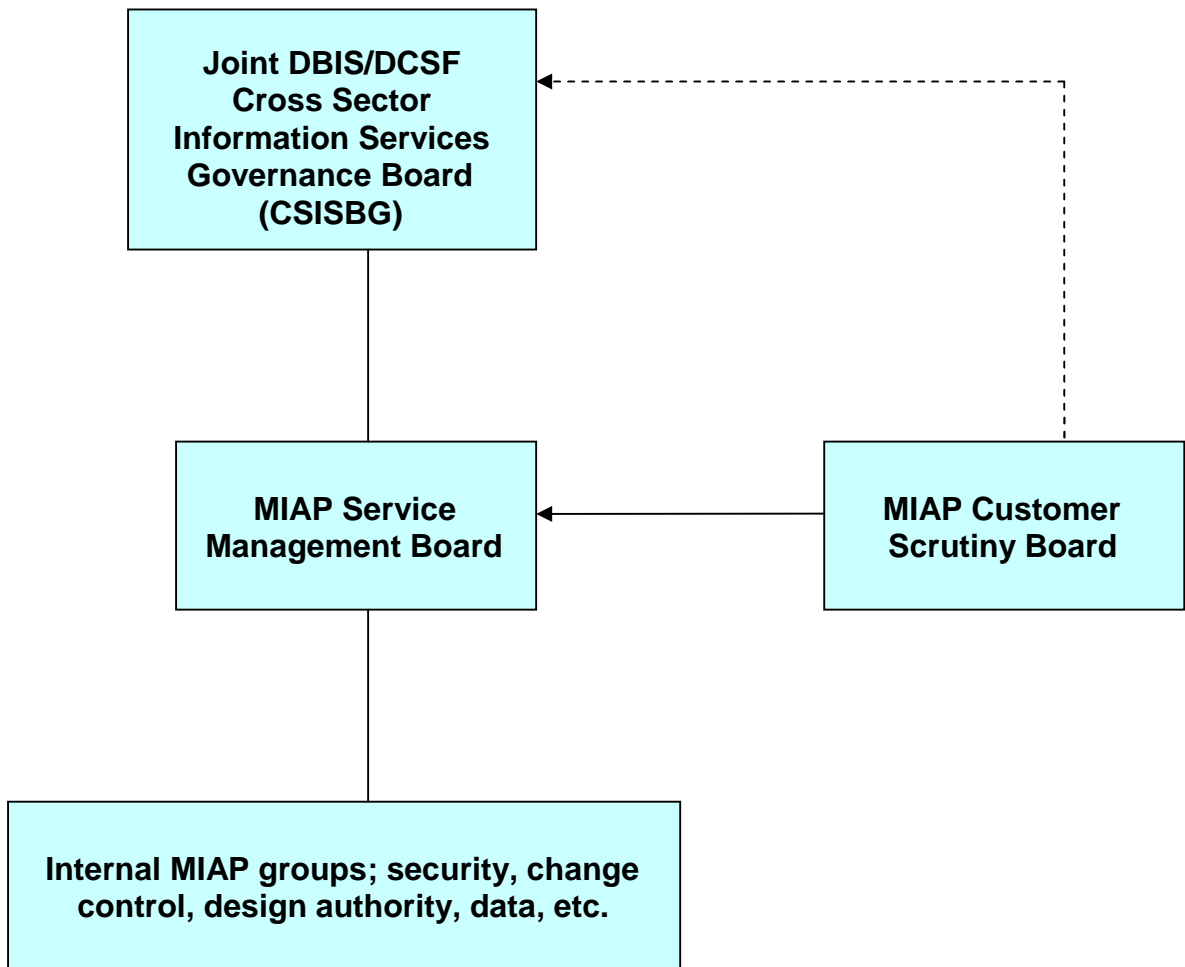
The Service Management Board will normally meet on a monthly basis, unless an extraordinary meeting is requested, and will last for a maximum of two hours.

6. POSITION OF THE SERVICE MANAGEMENT BOARD WITHIN THE WIDER MIAP GOVERNANCE FRAMEWORK

A number of changes have been agreed for governance of systems enabled sector shared services provided by the Skills Funding Agency at Departmental level. The main one that affects MIAP is the creation of a new Cross Sector Information Services Governance Board (CSISGB), jointly chaired by senior representatives of Department for Business, Innovation and Skills (DBIS) and Department for Children, Schools and Families (DCSF) that will approve and monitor systems enabled shared services which will be operationally managed on their behalf by the Skills Funding Agency.

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The diagram below depicts the relationship between the Service Management Board and other related Boards:



The MIAP Service Management Board will oversee the management of the operational services. It will also address performance reporting, planning and risks and issues management. MIAP will produce a formal business plan for each year that will set out the priorities and budget proposals. This will be approved by the Service Management Board and submitted to the Cross Sector Information Services Governance Board (CSISGB), which is where MIAP will take its strategic direction.

The MIAP Service Management Board will report to the Cross Sector Information Services Governance Board (CSISGB). The MIAP Customer Scrutiny Board will ensure customer scrutiny of MIAP services, provide customer driven prioritisation of service improvements, changes and new developments.