

Ref	Meeting Date	Minute Ref	Action	Owner
PAC1208	13/12/22	5.3	Xoserve, Debbie Sherlock (DS) to formally write to the Joint Office to outline the request to attend PAC meetings and access GPAP for PAC member consideration in January.	Xoserve (DS)

**Action Update:**

Debbie Sherlock (Contract Manager, Xoserve) has provided the following request:

As the newly appointed Contract Manager in Xoserve with responsibility for managing the PAFA Service provided by Gemserv Ltd, I need to understand how Gemserv are delivering the service.

I am requesting access to PAFA's GPAP file sharing portal so that I can understand the service offering and user experience. I can then use this to help Gemserv improve their service offering if necessary.

The contract between Gemserv and Xoserve as the CDSP specifies that Gemserv will grant access to Xoserve users as required.

My contract of employment with Xoserve requires me to comply with all relevant Data Protection legislation with regards to personal or commercially sensitive data that I may come across during the course of my work.

I am also requesting permission to attend selected PAC meetings as an observer, 2-4 times a year initially. This is for the same reason, to allow me understand PAFA's service delivery and the user experience.