

# AGENDA

**NOTE: In the case of non-members, this agenda is for information only**

- Committee - **BUSINESS IMPROVEMENT SUB-COMMITTEE**
- Date & Time - Tuesday, 2nd November, 2010 at 9.30 am
- Venue - Norfolk Room, The Conference Suite, Elizabeth House, Dereham

**Members of the Sub-Committee requiring further information, or with specific questions, are asked to raise these with the appropriate officer at least two working days before the meeting. If the information requested is available, this will be provided, and reported to the Sub-Committee.**

**Members of the Sub-Committee**

Mr W.H.C. Smith (Chairman)  
Mr P.D. Claussen

Lady Fisher

**PERSONS ATTENDING THE MEETING ARE  
REQUESTED TO TURN OFF MOBILE TELEPHONES**

Member Services  
Elizabeth House, Walpole Loke,  
Dereham Norfolk, NR19 1EE

Date: Friday, 22 October 2010

**PART A - ITEMS OPEN TO THE PUBLIC**

	<u>Page(s) herewith</u>
<b>1. <u>MINUTES</u></b> To confirm the Minutes of the meeting held on 5 October 2010.	1 - 6
<b>2. <u>APOLOGIES</u></b> To receive any apologies for absence.	
<b>3. <u>URGENT BUSINESS</u></b> To consider any urgent business.	
<b>4. <u>DECLARATION OF INTERESTS</u></b> Members are asked at this stage to declare any interests they may have in any of the following items on the agenda. The Members' Code of Conduct requires that declarations include the nature of the interest and whether it is a personal or prejudicial interest.	
<b>5. <u>NON-MEMBERS WISHING TO ADDRESS THE MEETING</u></b> To note the names of any non-members who wish to address the meeting.	
<b>6. <u>UPDATE ON IT SERVICES CONTRACT</u></b> Report of the Head of ICT.	To Follow
<b>7. <u>IMPLEMENTATION AND FORMALISATION OF NEW PROJECTS REQUIRING APPROVAL FROM BISC</u></b> Report of the Director of Corporate Resources.	7 - 16
<b>8. <u>PROJECT PROGRESS</u></b> a) <u>Licensing and Business Support</u>	17 - 20
<b>9. <u>SERVICE PERFORMANCE</u></b> Update by the Head of ICT / Steria.	To Follow
<b>10. <u>PROJECT APPLICATIONS</u></b> a) <u>Video Conferencing</u> b) <u>Committee Suite Equipment</u>	To Follow To Follow

Page(s)  
herewith

**11. EXCLUSION OF PRESS AND PUBLIC**

To consider passing the following resolution:

“That under Section 100(A) of the Local Government Act 1972 the press and public be excluded from the meeting for the following items of business on the grounds that they involve the disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act”.

**PART B – ITEMS FROM WHICH THE PRESS AND PUBLIC ARE  
EXCLUDED**

**12. GOV CONNECT PHASE 3**

**13. NEXT MEETING**

To note the arrangements for the next meeting on 7 December 2010.

To Follow