



→ www.steria.co.uk

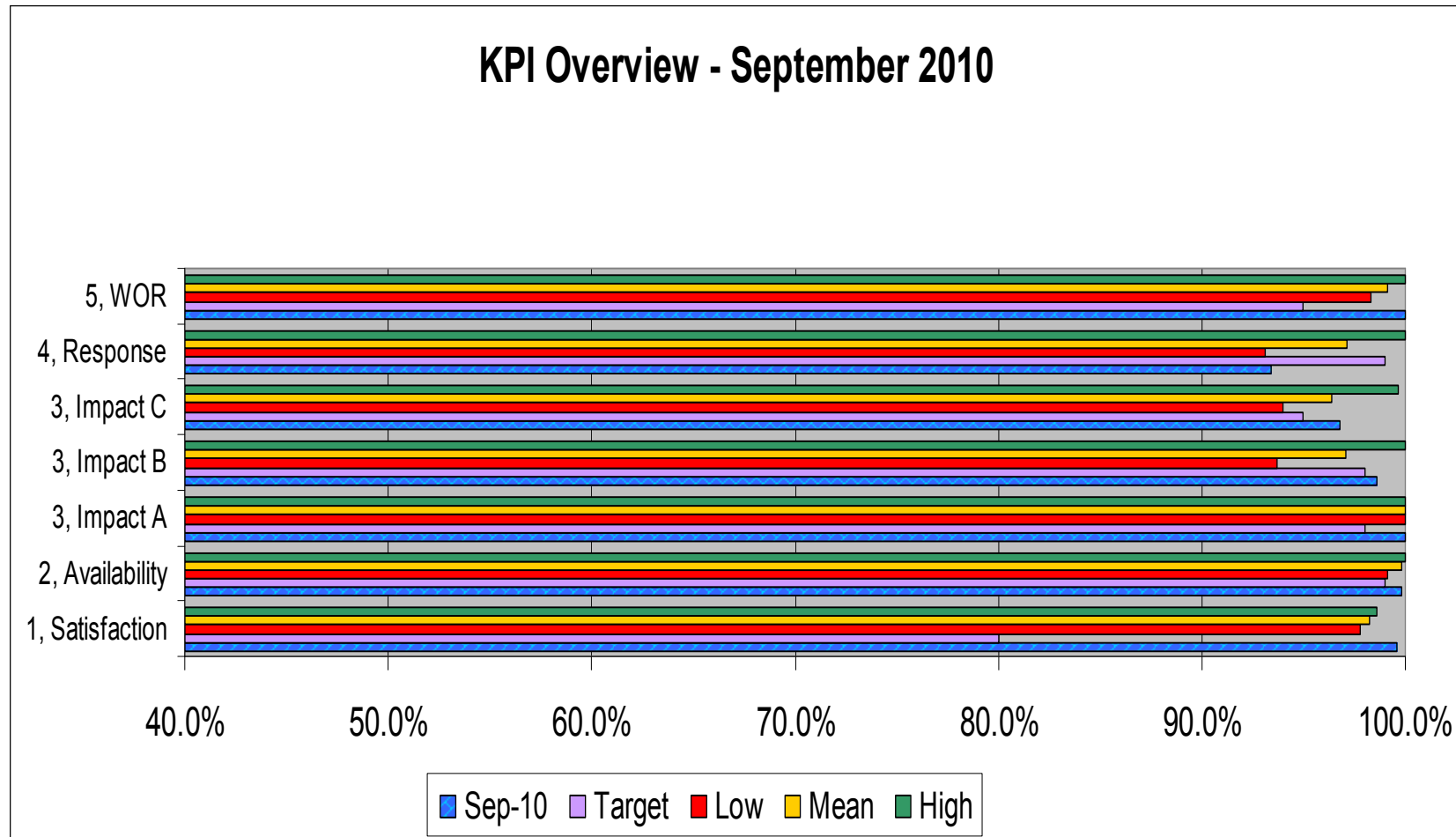


Business Improvement Sub-committee

Joanne Linton
September 2010



Steria KPI overview – April 2010



→ Work completed or currently in progress

- Test implementation and assistance on Integra upgrade IOE.
- Close working with ICT/ARP to develop new infrastructure and support model.
- Planning and implementing new Virtual environment in Dereham.
- Customer Service team moved from Peddars way to The Guildhall.
- Working with Contact centre project manager to upgrade Lagan application.