



AGENDA

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

- Committee - **BUSINESS IMPROVEMENT SUB-COMMITTEE**
- Date & Time - Monday, 7 September, 2009 at 11.15 am
- Venue - Room 2, The Robertson Suite, Breckland Business Centre, 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 P.D. Claussen
Lady Fisher

Mr W.H.C. Smith

PERSONS ATTENDING THE MEETING ARE REQUESTED TO TURN OFF MOBILE TELEPHONES

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

Date: Wednesday, 26 August 2009

PART A - ITEMS OPEN TO THE PUBLIC

Page(s)
herewith

1. CHAIRMAN

To appoint a Chairman for the ensuing year.

2. APOLOGIES

To receive any apologies for absence.

3. URGENT BUSINESS

To consider any urgent business.

4. DECLARATION OF INTERESTS

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.

5. NON-MEMBERS WISHING TO ADDRESS THE MEETING

To note the names of any non-members who wish to address the meeting.

6. TERMS OF REFERENCE

The Terms of Reference for the newly constituted Sub-Committee were approved by the Cabinet at its meeting on 4 August 2009, with the following amendments:

- a) the Capital Project Group applications be added to Clause 4; and
- b) an additional Clause be included to ensure the use of green procurement.

A copy of the Terms of Reference as amended by the Cabinet is attached for Members' information.

7. LICENSING SERVICE REVIEW

To receive a presentation.

8. CUSTOMER ACCESS STRATEGY / CONTACT CENTRE EXPANSION

Update by Customer Services Manager.

9. APPLICATION FORMS

- a) Election Management Software

To receive an update on the latest position regarding this application.

10. NORFOLK HEADS OF ICT / PARTNERING

Update by Head of ICT and Business Improvement.

	<u>Page(s) herewith</u>
11. <u>CAPITAL BUDGET</u>	To Follow
To consider the release of funding to support the following:	
a) <u>Infrastructure to support Customer Access Strategy</u>	
b) <u>ICT Refresh Programme</u>	
c) <u>ICT Connectivity</u>	
12. <u>FINANCIAL PERFORMANCE</u>	
Report of Director (Governance & Finance)	
13. <u>OPERATIONAL PERFORMANCE</u>	
Update by Head of ICT and Business Improvement, including the recent telephony failures.	
14. <u>STERIA SERVICE REVIEW</u>	2 - 5
Report by Steria Service Manager.	
15. <u>NEXT MEETING</u>	
To note that the next meeting will be held on Tuesday 6 October 2009 at 09.30am in the Norfolk Room.	
16. <u>EXCLUSION OF PRESS AND PUBLIC</u>	
To consider passing the following resolution:	
“That under Section 100(A)(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following item of business on the grounds that it involves the disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act”	
<u>PART B - ITEMS FROM WHICH THE PRESS AND PUBLIC ARE EXCLUDED</u>	
17. <u>COUNCIL TAX - BENEFIT REALISATION STATUS</u>	6 - 9
Report by Senior Business Improvement Officer.	

BUSINESS IMPROVEMENT SUB-COMMITTEE

TERMS OF REFERENCE

1. To set and review the Council's ICT strategy, ensuring that this is aligned to the Council's Business Plan and other stated priorities.
2. To monitor performance of the partnership with the Council's facilities management to ensure value for money and continual service improvement.
3. To liaise with facilities management on ideas that may contribute to strategy and service improvement.
4. To review new project proposals (ICT, Business Improvement Team and Capital Project Group applications) against Council objectives and plans.
5. To receive progress reports and manage projects for the delivery of the ICT strategy.
6. To approve sponsored ICT and Business Improvement projects, within budget and where satisfied that the business case is aligned to strategy.
7. To prioritise and manage resources required for the delivery of approved projects.
8. To resolve, within budget, any funding issues identified by the project manager/service manager relating to individual projects.
9. To ensure the use of green procurement.



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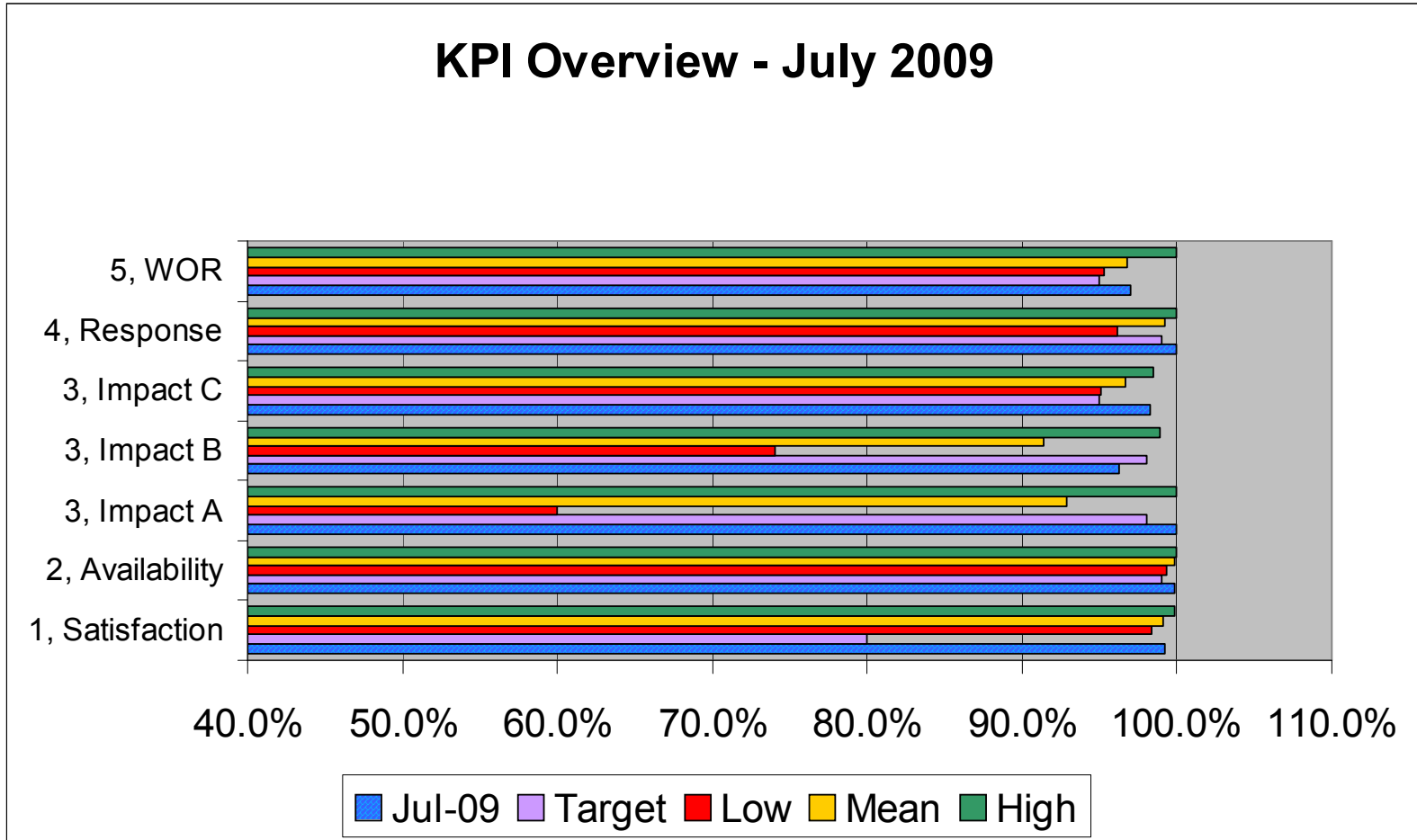
Breckland Council ICT Service

Reporting Period – July 2009



Performance Overview

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Members Calls

There were 22 calls placed by Council Members during July. The majority of calls related to the outage caused by the lightning strike.

4 Several parts were required to be replaced to resolve the problem. Steria and the ICT team worked together liaising with various 3rd parties initially to identify the problem and then to coordinate the work being done.

A follow up meeting is being held to discuss service improvements and future resilience to reduce the risks of this type of problem reoccurring.



Work Order Requests & Key Activities

- Server virtualisation – Steria have delivered a fully costed proposal for a high-end solution. Steria have requoted with a revised solution.
- A second phase of the CoCo project is now underway.
- Investigation into expanding the authorities Citrix Server farm for remote working. Interim solution and costs have also been proposed.
- Steria are working with Capita to provide a solution to facilitate the Planning and Building Control transition.
- Steria are working with Capita to progress the webserver upgrade and online viewing of planning information.
- The Steria team have been working weekends to assist with the office moves at Dereham.
- Work has been completed reimaging the remote office pc's to allow for users from the Housing team access systems offering further support to the public.

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Agenda Item 17

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