

AGENDA

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

- Committee - **BUSINESS IMPROVEMENT SUB-COMMITTEE**
- Date & Time - Tuesday, 6th April, 2010 at 11.00 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, 26 March 2010

PART A - ITEMS OPEN TO THE PUBLIC

	<u>Page(s) herewith</u>
1. <u>MINUTES</u> To confirm the Minutes of the meeting held on 5 January 2010.	1 - 5
2. <u>APOLOGIES</u> To receive any apologies for absence.	
3. <u>URGENT BUSINESS</u> To consider any urgent business.	
4. <u>DECLARATION OF INTERESTS</u> 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. <u>NON-MEMBERS WISHING TO ADDRESS THE MEETING</u> To note the names of any non-members who wish to address the meeting.	
6. <u>ICT PRINT STRATEGY</u> Report of the Director of Governance and Finance.	To Follow
7. <u>CUSTOMER ACCESS STRATEGY</u> Report of the Director of Governance and Finance.	6 - 21
8. <u>PROCUREMENT STRATEGY</u> Report by Lesley Heywood, Strategic Contracts & Procurement Manager.	22 - 53
9. <u>ENVIRONMENTAL MANAGEMENT SYSTEMS: ISO14001</u> Report presented by Stephen James, Policy and Performance Manager.	To Follow
10. <u>LICENSING AND BUSINESS SUPPORT</u> Update on the Licensing and Business Support Improvement Programme by the Senior Business Improvement Officer.	54 - 59
11. <u>PROJECTS REVIEW</u>	
a) <u>Project Progress</u> Report of the ICT Project Manager.	To Follow
b) <u>Assets Estateman</u> Report of the ICT Project Manager.	60 - 64

	<u>Page(s)</u> <u>herewith</u>
c) <u>Contaminated Land</u> Report of the Environmental Health Manager.	65 - 69
d) <u>Government Connect</u> Report of the ICT Project Manager.	To Follow
e) <u>PCI Compliance Phase</u> Report of the ICT Project Manager.	70 - 94
12. <u>PROJECT APPLICATIONS</u>	
a) <u>Housing Digital TV</u> Report of the Housing Strategy and Development Officer.	95 - 111
13. <u>EXCLUSION OF PRESS AND PUBLIC</u>	
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	
14. <u>LAGAN HEALTHCHECK</u> Report of the ICT Project Manager.	To Follow
15. <u>PENETRATION TEST</u> Report of the ICT Project Manager.	To Follow
16. <u>STERIA SERVICE REVIEW</u> Report of the Head of ICT.	112 - 115
17. <u>NEXT MEETING</u> To note that the next meeting will be held on Tuesday, 4 May 2010 at 9.30am – venue to be confirmed.	