

AGENDA

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

- Committee - **BUSINESS IMPROVEMENT SUB-COMMITTEE**
- Date & Time - Tuesday, 6th July, 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
Mr P.J. Duigan

PERSONS ATTENDING THE MEETING ARE REQUESTED TO TURN OFF MOBILE TELEPHONES

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

Date: Friday, 25 June 2010

PART A - ITEMS OPEN TO THE PUBLIC

	<u>Page(s)</u> <u>herewith</u>
1. <u>MINUTES</u> To confirm the Minutes of the meeting held on 1 June 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>IT SECURITY POLICY</u> Report of the Head of ICT.	6 - 31
7. <u>PROJECT APPLICATIONS</u> a) <u>SBS – Capita</u>	32 - 42
8. <u>PROJECT PROGRESS</u> Update on all live projects, including the Licensing Project, by the ICT Project Manager/BIT Team Lead.	
9. <u>ICT REFRESH</u> Update on progress.	
10. <u>SERVICE PERFORMANCE</u> Update by the Head of ICT / Steria.	
11. <u>SHARED SERVICE UPDATE</u> Suggested Transformational Programme with statement on resources needed.	

	<u>Page(s)</u> <u>herewith</u>
12. <u>FINANCIAL PERFORMANCE</u> Report of the Senior Accountant Capital and Treasury.	43
13. <u>NEXT MEETING</u> To note that the next meeting will be held on 31 August 2010 at 09.30am in the Norfolk Room, Conference Suite, Elizabeth House, Dereham.	