

# AGENDA

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

- Committee - **BUSINESS IMPROVEMENT SUB-COMMITTEE**
- Date & Time - Tuesday, 5th October, 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: Tuesday, 28 September 2010



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

1. **MINUTES**  
To confirm the Minutes of the meeting held on 31 August 2010.
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. **ICT SERVICE INSOURCING**  
Verbal update by the Head of ICT.
7. **OCELLA CONSULTANCY DAYS**  
Report of the Deputy Chief Executive.
8. **ARP/ICT SUPPORT PROVISION**  
Update by the Head of ICT.
9. **PROJECT APPLICATIONS (STANDING ITEM)**  
To consider new applications submitted (if any).
10. **PROJECT PROGRESS**  
Update on all live projects by the ICT Project Manager/BIT Team Lead.
11. **SERVICE PERFORMANCE**  
Update by the Head of ICT / Steria.
12. **FINANCIAL PERFORMANCE**  
Update by the Senior Accountant Capital and Treasury.
13. **NEXT MEETING**

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herewith

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To Follow

To note the arrangements for the next meeting on 2 November 2010.

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herewith