

AGENDA

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

- Committee - **BUSINESS IMPROVEMENT SUB-COMMITTEE**
- Date & Time - Tuesday, 1st March, 2011 at 9.30 am
- Venue - Norfolk Room, Conference Suite, Elizabeth House, Dereham NR19 1EE

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, 22 February 2011

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 18 January 2011.	1 - 7
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>CUSTOMER SERVICE IMPROVEMENT PLAN</u> Report presented by the Customer Programme Manager (Monica Coffey).	8 - 17
7. <u>FINANCIAL UPDATE</u> Proforma B and supporting information from the Senior Accountant Capital and Treasury (Margaret Bailey).	To Follow
8. <u>ICT OPTIONS APPRAISAL</u> To receive a draft report from the ICT Project Manager (Kevin Rump).	To Follow
9. <u>ARP - ICT AND TELEPHONY</u> To receive a verbal update from the ICT Project Manager (Kevin Rump).	
10. <u>ICT INSOURCING</u> To receive a verbal update from the ICT Project Manager (Kevin Rump) and the Corporate Projects Manager (David Green).	
11. <u>PROJECT PROGRESS</u> a) <u>Licensing and Business Support</u> Project exception report presented by the Senior Business Improvement Officer (Adam Colby) and the Assistant Director, Communications and Communities (Rob Leigh).	18 - 25

12. NEXT MEETING

To note the arrangements for the next meeting on Tuesday 12 April 2011.