



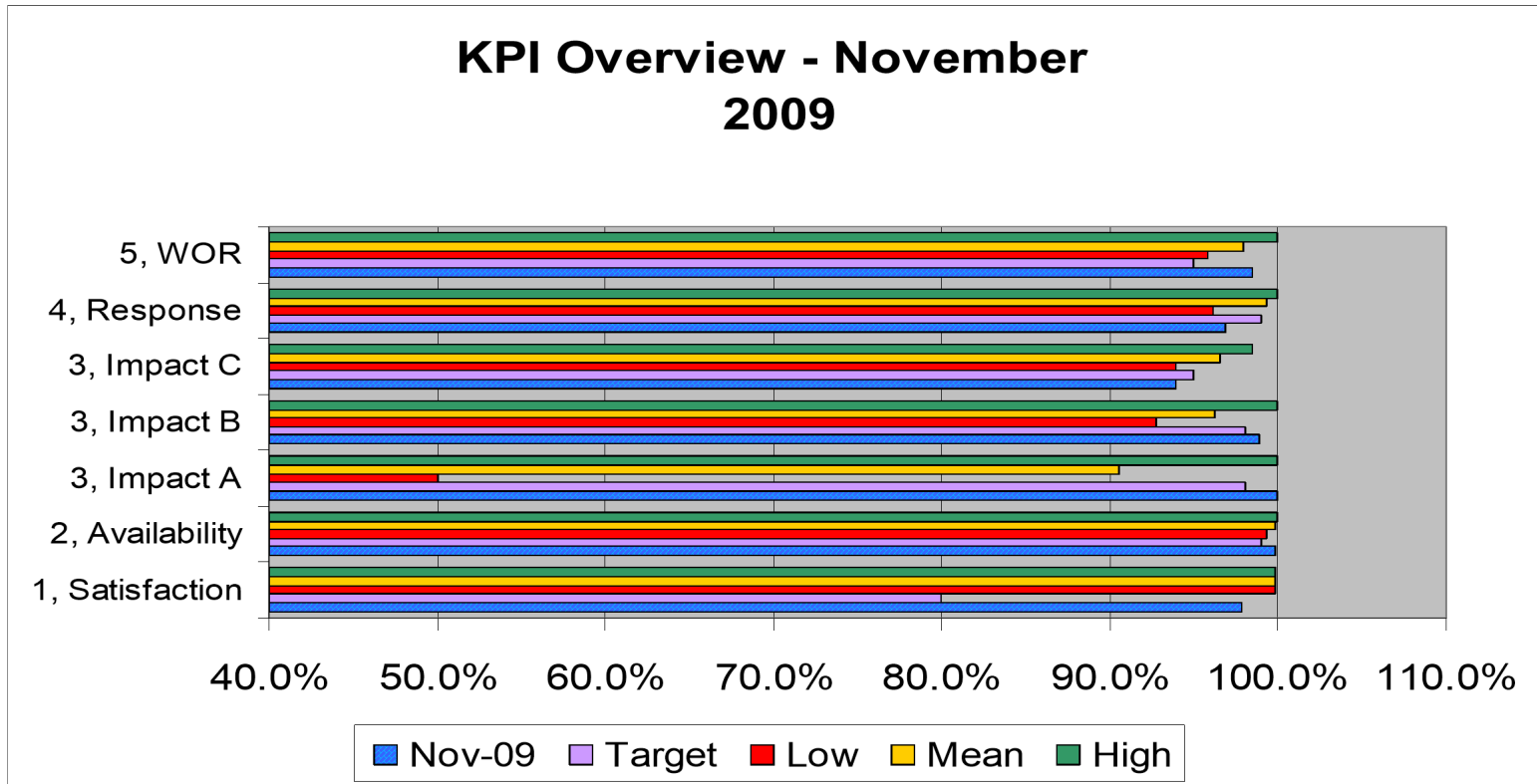
## Business Improvement Sub-committee

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# → Steria KPI overview – October 2009



## → Work completed or currently in progress

- Refresh programme is underway – working with ICT to prioritise those PC's with most business need for replacement.
- Working with ICT to agree the support agreement required for the new Capita Environment to ensure business continuity.
- The implementation of changes for CoCo compliance.
- Steria in partnership with VMware have presented the results of the survey, highlighting the benefits that could be achieved if this solution is approved.

# → Continuous Service Improvement

- Steria to provide a costed proposal for the extension of the virtualised infrastructure.
- Steria will be evaluating a Mitel voice over IP product to establish what benefits would be gained if investment is made in this area.
- Steria are also testing a password reset product that will enable staff to reset their own passwords as required.
- Trial is underway to evaluate the benefits of using Blackberry technology.