

**E-GOVERNMENT TASK GROUP held at COUNCIL OFFICES LONDON ROAD SAFFRON WALDEN at 3.00 pm on 5 April 2005**

Present: Councillor V J T Lelliott – Chairman.  
Councillor R M Lemon.

Officers in attendance: V Borges, M Brean and A Webb.

**EG22 APOLOGY FOR ABSENCE**

An apology for absence was received from Councillor A R Thawley.

**EG23 MINUTES**

The Minutes of the meeting held on 11 January 2005 were signed by the Chairman as a correct record.

**EG24 BUSINESS ARISING**

**(i) Minute EG4 (f) – Replacement Financial Information System (FIS)**

The Head of IT informed the Group that work was still on going in order to make the system easier to use.

**(ii) Minute EG 16 - Implementing Electronic Government (IEG) Statement 4**

The Head of IT informed the Group that the Statement had been submitted. However so far no comments had been received and therefore he could only presume it had been accepted.

**(iii) Minute EG 17 – E Government Review Action Plan**

Members asked if this item could be brought to the next meeting of the task group.

**EG25 2004/05 IT CAPITAL PROGRAMME END OF YEAR SUMMARY**

The Head of IT introduced the report, which provided details of the 2004/05 IT Capital Programme and the progress made and actual cost against budget.

He explained that the Resources Committee had approved the IT Capital Programme for 2004/05 at £460,000. However subsequently the Council was successful in a further five bids for funding.

He reported on the progress of the projects and informed the Task Group that due to the management restructure in June 2004 a number of projects had been late starting which was further exacerbated by the second IT restructure in November 2004. However almost all of the projects identified in the Capital

Programme for 2004/05 have either been completed or were nearing completion.

He informed the Group that the home working in benefits project had taken off at a positive rate with four officers currently working from home. The Executive Manager Customer Services added that a report would be taken to EMT on the pilot of home working and which would detail the advantages and disadvantages of home working and a strategy devising the way forward.

RESOLVED that Members note the report.

EG26

## **2004/05 IT CAPITAL PROGRAMME END OF YEAR SUMMARY**

The task group considered the report, which was the first in a series, aimed at defining where the IT service was now and where it aimed to be in the future. The report detailed the area of remote users, which included Councillors, home workers and field operatives.

The Head of IT informed the task group that due to the problems associated with remote access to Council systems it had been decided in October 2004 that the Councillors dial up service would be replaced with a broadband service and each Councillor would receive a new laptop. This was due to be completed in early April 2005. However currently five Councillors cannot receive broadband, two would have their exchange activated in late April 2005 and another two in late May 2005. One Councillor could not receive broadband as they lived too far from the exchange. He added that some Councillors were not sending or picking up any e-mails and a discussion would be needed to rectify any issues.

He explained that the way forward for remote users was with the newly purchased replacement software for Nfuse called Metaframe Secure Access Manager (MSAM). That had a number of advantages and would be used by office based and remote users for the foreseeable future. He added that the Council would be undertaking a project to trial additional remote working tools such as Blackberry technology.

RESOLVED that Members noted the report and agreed that all position statements be circulated to all Members.

EG27

## **ACCESS TO SERVICES – POSITION STATEMENT**

The Executive Manager Customer Services updated the Task Group with progress of the Access to Services Review. He informed the group that he had given a presentation to the Resources Committee, which explained the process and implementation of the new Integrated Customer Management approach to service delivery. The presentation included a short DVD from Three Rivers District Council, which illustrated their approach to customer service delivery. He confirmed that the Resources Committee had accepted the Access to Services Best Value Service Improvement Plan and explained that the next stage would be to establish a detailed implementation plan.

RESOLVED that Members noted the statement.

EG28

### **FUTURE ROLE OF THE E-GOVERNMENT TASK GROUP**

The Task Group was handed a report, which detailed the future role of the e-Government Task Group. The Executive Manager Customer Services explained that the task group had been formed to oversee the work that the Council was doing as part of implementing the electronic government agenda. Progress so far included submitting the IEG4 statement and progressing the delivery of the priority outcomes required within the remit for achieving e-Government by 31 December 2005. He then added that the Resources Committee had resolved that the e-Government Task Group would monitor the progress of the access to services project.

He explained that prior to the establishment of the e-Government Task Group, the Information Technology Sub-Committee met to discuss both strategic and operational IT issues. It was felt that some operational issues needed to be raised at a Member forum and that this could be included within the remit of the e-Government Task Group.

It was suggested that the e-Government Task Group be re-named to the IT Working Party and in light of access to services the terms of reference be revised and the Membership be extended to include another Councillor with an interest in IT.

RESOLVED that

1. The terms of reference for the e-Government Task group be revised in the light of the above and be reported to the Annual Council meeting on 17 May 2005.
2. The Membership of the group is extended to a total of four Councillors.

The meeting ended at 3:50