IT WORKING GROUP held at COUNCIL OFFICES LONDON ROAD SAFFRON WALDEN on 16 JANUARY 2008 at 7.40 pm

Present:-   Councillor S Howell (Chairman)
            Councillors K R Artus, J E Hudson, R M Lemon and D Sadler.

Officers in attendance:-   P Evans, M Frost and A Webb.

ITWG27   **APOLOGIES FOR ABSENCE**

Apologies for absence were received from the Director of Business Transformation, Mike Brean.

Members noted Mike Brean's departure and wished to place on record their appreciation for all the work he had done for the Council. They wished to have conveyed to him their thanks and good wishes for the future.

ITWG28   **MINUTES**

The Minutes of the meeting held on 12 December 2007 were received and confirmed by the Chairman as a correct record.

ITWG29   **BROADOAK CONSULTANTS**

Councillor Artus raised an additional item whereby he had been approached by BroadOak Consultants offering to do a one day review of the Council's servers. BroadOak Consultants had recently done some work with the Council in respect of fax software.

The Head of Financial Services advised the meeting that the person who was responsible for the server room was a former employee of BroadOak Consultants and had just handed in his notice. He also advised the meeting that Dell were about to start a server review with a view to virtualisation.

> RESOLVED that the Head of Financial Services discuss with colleagues the offer from BroadOak Consultants.

ITWG30   **WEBSITE UPDATE**

Michael Frost the Website Development Officer presented four possible options for redesign of the website.

Members felt that the best option was Option 3.and that there were excellent features in Option 1 which could be incorporated to Option 3 to create the best effect.

Their views on the individual options were as follows:

Option1
    The general layout was liked very much
    The community portal needed a 'town' option as well as street name and number
    The logo should be the same colour as the page

Option 2
    The header was less attractive and Members felt the whole page was 'too busy'

Option 3
    Members thought the 'Terrain' effect was good and the
    black head banner effective but the logo needed to be the same colour as the page.

Option 4
    Members found this option the least attractive.

Councillor Artus suggested the addition of a 'panic' or 'I can't do this' button as an immediate form of help.

It was agreed that the next meeting be held on 27 February, to enable Members to review the Phase 2 designs, and that the 12 March meeting be cancelled.

Michael Frost agreed to send out the Phase 2 designs prior to the next meeting.

Members thanked him for his report.

ITWG31   **ICT AND ORGANISATIONAL RE-ENGINEERING TRANSFORMATION PROGRAMME**

The Group was provided with an update on current activities of the OR Team by Paula Evans the Organisational Re-engineering and Change Manager.

She informed the Group that the "kick-off" meetings for Development Control staff had gone very well. Initial investigations suggested that streamlining of administrative tasks should be achievable with migration of some telephone enquiries into the Customer Services Centre.

A draft report was being prepared regarding Democratic Services.

As regards the Printroom four options had been discussed:
    Existing service remaining with no change
    Enhanced in-house provision including providing services for other authorities
    Partnership work with another authority providing the service
    Private Sector outsource
Discussions were continuing but the option of the service being provided by another local authority seemed too expensive and unlikely to progress further.

Delay had been caused by a lack of analysed data about print volumes and costs.

Postroom operations were still under consideration and it seemed some staff resource could be redirected to other duties such as centralised scanning of incoming post.

Members thanked the Organisational Re-engineering and Change Manager for her report.

ITWG32   **URGENT OTHER BUSINESS**

Members discussed what frequency of meetings was needed. It was felt that quarterly would be best with special meetings (such as one on the website redesign) as and when required. Members envisaged meetings in June, September, December and March but agreed to review the matter at the next meeting.

The meeting ended at 9.05 pm.