

**IT WORKING GROUP held at COUNCIL OFFICES LONDON ROAD  
SAFFRON WALDEN at 4.00 pm on 16 JUNE 2005**

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

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

**ITWG1 APOLOGY FOR ABSENCE**

Apologies for absence were received from Councillors K Artus and A R Thawley.

**ITWG2 MINUTES**

The Minutes of the meeting held on 5 April 2005 were signed by the Chairman as a correct record with the alteration of the title of minute EG26 to IT Services Position Statement 1 – Remote Users.

**ITWG3 BUSINESS ARISING**

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

The Head of IT informed the Group that the roll out of the second stage had now started.

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

This item was to be reported at the next meeting of the Working Group.

**ITWG4 INTEGRATED CUSTOMER MANAGEMENT – PROGRESS REPORT**

The Executive Manager (Customer Services) introduced the report, which updated the group with the implementation plan and progress with Integrated Customer Management (ICM). He explained that the ICM Project Initiation Document (PID) defined the project and formed the basis for its management and the assessment for its overall success. The PID was approved by the Project Board and sets out the overall project plan including the key milestones and was attached to the report. The Joint Management Team agreed to establish sub groups, which would be led by an Executive Manager for each ICM project stream. The initial meetings of the sub-groups had commenced and they had now agreed their terms of reference.

He then reminded the group that in 2004 the Council contracted for the Connect CRM application from MVM. Meetings had been held and work was progressing well. However they recently informed the Council that Northgate Information Solutions had acquired the company and Sx3, the software supplier of the Councils Revenues and Benefits and Housing Systems. He then said that Northgate had reviewed its product strategy and subsequently

decided to focus on its own CRM solution, Front Office. He added that MVM applications would be phased out and Northgate would not support the MVM system after 31/03/2008, which could have major cost implications for the Council.

He informed the Group that the cost of upgrading from Connect to Front Office was still within the existing budgetary provision for the project and negotiations were still in progress. Northgate were aware of the Councils requirement to deliver ICM during August and September 2005 and have proposed to deliver up to six processes configured to Uttlesfords specific requirements. Arrangements were also being made to hold demonstrations of Northgate Front Office subject to the finalisation of the contractual arrangements.

Officers had recently visited Stevenage Borough Council and Mid-Suffolk District Council to understand the implementation process and the necessary changes to customer service delivery. He said that the visits had been very successful and more visits would be arranged.

RESOLVED that the Group noted the contents of the first progress report of the Integrated Customer Management project.

ITWG5

#### **IEG4.5**

The Head of IT introduced the report, which provided details of the Implementation of Electronic Government (IEG) Statement. He explained that the Government had set a target that all appropriate Council services would be available electronically by 31 December 2005. He commented that at the end of the financial year the Councils e-enabled services stood at 90.57% and it was envisaged that 100% compliance would be achieved by the deadline.

The IEG process required the Council to submit annual IEG Statements to the Office of the Deputy Prime Minister (ODPM), which they used to monitor the progress Councils were making towards the 2005 target. The Council submitted IEG4 in December 2004 and were now required to electronically submit a half-year progress report by 18 July 2005 in a format fixed by the ODPM.

He explained that the Statement consisted of several sections, which related to a number of Priority Outcomes that had to be completed by a set ODPM deadline. However the ODPM had indicated that they would accept Essex IEG4.5 statements that show amber at 31 March 2006 for G8, R11 and various areas of Section 2- Change Management. Due to Uttlesford District Council (UDC) Membership of the Essex On-line Partnership (EOLP), which had tendered for a software supplier and the group were on the verge of awarding the contract when the ODPM instructed them to wait as they were changing Connect and all software providers had to re-apply for a license.

He also said that within Section one of the Statement a number of the items were the responsibilities of Essex County Council (ECC). However ECC would not be able to meet Priority Outcome R1 and G16 ODPM deadline. Therefore the ODPM had stated that their failure would not have an adverse effect on UDC.

AGREED that the IEG4.5 Statement be submitted to the Office of the Deputy Prime Minister.

ITWG6

**MEMBERS GREVIENCES**

Councillor Lelliott informed the Officers of a number of issues Members were facing with the Council's web site. He said that a number of sections of the Committee Management System needed to be updated and that Councillor R F Freeman and his web sites were missing. He also suggested that Members disclosures should be added to the site.

In response to a question from Councillor Lelliott the Head of IT informed him that all help desk calls were recorded. Councillor Lelliott then asked if a report collating Members help desk calls could be brought to the next meeting to start correcting some of the issues.

AGREED that a report on Member help desk calls be brought to the next meeting.

The meeting ended at 4:40