IT WORKING GROUP held at COUNCIL OFFICES LONDON ROAD SAFFRON WALDEN at 4.00 pm on 13 JULY 2005

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

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

ITWG7   **APOLOGY FOR ABSENCE**

Apologies for absence were received from Councillor A R Thawley.

ITWG8   **MINUTES**

The Minutes of the meeting held on 16 June 2005 were signed by the Chairman as a correct record with the alteration of the spellings of roll and grievances.

ITWG9   **BUSINESS ARISING**

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

The Head of IT informed the Group that the role out of the second stage was still progressing.

(ii)   Minute ITWG5 – IEG4.5

The Head of IT was submitting the IGE4.5 tomorrow with a slight alteration to the figures.

ITWG10   **E-GOVERNMENT REVIEW ACTION PLAN – PROGRESS REPORT**

The Executive Manager (Customer Services) presented the report and explained that District Audit had carried out an audit on Uttlesfords e-Government progress this time last year and as a result the action plan was developed to address the problem areas. He explained that the action plan had been reviewed regularly to ensure that all the actions were being met. He then worked through the action plan with Members.

He explained that R5 had started for third tier managers and that the bite-sized workshops were underway on working smarter not harder. He said that they had only experienced slippage with R7, which was due to a delay in obtaining some copies of record management strategies and policies. He went on to inform Members that the responsibility of R9 was the Executive Manager (Strategy and Performance) and not himself as detailed in the report.

ITWG11   E-GOVERNMENT (BV157) UPDATE

The Head of IT explained to Members that he had taken the BV157 update report to Scrutiny 2 Committee as Members had requested Officers to provide the Committee with an explanation as to why the BV157 target was not achieved.

He explained that he had informed Scrutiny 2 that the target had not been met due to staffing difficulties between the end of September and November 2004. However new staff had joined the team during January 2005 and work was now progressing very well. He said that there were 640 electronic interactions to achieve and so far 576 had been completed leaving 64 to achieve. He added that this work had resulted in the Council being one of the leading Essex authorities on BV157 and it was expected that all services would be available electronically by 31 December 2005. He added that there was nothing that would hinder the progress.

ITWG12   INTEGRATED CUSTOMER MANAGEMENT – CRM PROGRESS REPORT

The Executive Manager (Customer Services) introduced the report, which provided the group with a progress report on the Integrated Customer Management – CRM system. He explained that the negotiations with Northgate Information Solutions to upgrade to their Front Office solution were in the final stages and it was envisaged that the contractual arrangements would be agreed by the end of the week. He explained that Northgate were aware of the Council's requirement to deliver ICM in the pathfinders during August and September 2005 and they had proposed to deliver up to six processes. Subject to the contractual arrangements being finalised, Northgate Information Solutions had proposed to visit the Council during the week commencing 18 July 2005 to commence the installation of Front Office and the 6 processes.

He informed the Group that there had been a visit to Thanet District Council where Members, officers and a customer saw the CRM system in a live working environment. He said that they explained the benefits of the system and that they had received good support from Northgate. They also said that the CRM system was user friendly and easy to use when building the main scripts.

The Executive Manager (Customer Services) said that arrangements would be made to hold further presentations to Resources and Scrutiny 2 Committees as well as to staff groups.

> RESOLVED that the Group noted the present position regarding the CRM system.

ITWG13   MEMBER REMOTE ACCESS DEMONSTRATION OF NEW SYSTEM

The Head of IT gave a short demonstration of the new system. He explained that the aim of the new system was to make it simple for Members to use and

easier for the help desk to support. He explained that the new system used the same citrix as the Council, which would enable the help desk to shadow Members if there were any problems. He said that they were still testing the system for any errors and once that had been completed they would be making appointments with each Member to install the system and ensure that they were able to work it correctly.

ITWG14 **MEMBERS HELP DESK CALLS**

The Head of IT introduced the report, which explained that the current support desk information (SDI) system had been in use since 1 April 2004. He said that where support desk calls had been easily fixed they were not always logged, but there had been a concentrated effort to log all calls since April 2005. He said that another area that had not been logged on to the SDI system was the initial installation and first time use of the Councillor broadband system. He said that all problems were directly passed to the officer responsible for the installation.

He provided the group with a breakdown of support desk calls received and logged for 2004/05. During this period 143 support desk calls were received from a total of 35 Councillors. The first quarter of 2005/06 the support desk had logged 43 calls from Councillors. He explained that a number of the calls related to the need to reset RSA cards and equally a number were Outlook type problems. However the new Member remote access system should resolve the Outlook issues.

Members asked if they could be provided with the number of help desks call that had been received internally. They also suggested that for ease of use there should be committee/working group distribution lists.

RESOLVED that Members noted the contents of the report and agreed to have quarterly Councillor Support Desk Call updates.

ITWG15 **IT STAFFING**

The Head of IT provided Members with a verbal update on IT staffing. He informed the group that one support desk member of staff had resigned and left two weeks ago. The Support Desk Supervisor had also resigned to take a different career path. The Principal Technical Officer was also on maternity leave, which now brought the Support Desk down to two Members of staff. He informed Members that this would possibly cause a delay in responding to any help desk calls.

He explained that the Project Officer to the Access to Services project was Denise Greenwood and there were 4 students working under her with another 2 full time assistants joining her shortly.

ITWG16   **E-CHAMPIONS**

The Executive Manager (Customer Services) informed Members that there would be an e-Champion's one-day conference on 20 September 2005 and one Member would be able to attend.

Members agreed that it was a beneficial conference to attend.

The meeting ended at 5.10pm