

6 July 2005

Dear Councillor

**IT WORKING GROUP**

A meeting of the IT Working Group will be held in the Committee Room, Council Offices, Saffron Walden, on Wednesday, 13 July 2005 at 4.00 pm.

Yours faithfully

ALASDAIR BOVAIRD

Chief Executive

**AGENDA**

- 1 Apologies for absence and declarations of interest
- 2 Notes of the meeting held on 16 June 2005.
- 3 Matters arising
- 4 e-Government Review Action Plan – Progress Report
- 5 e-Government (BV157) update
- 6 Integrated Customer Management – CRM Progress Report
- 7 Member remote access demonstration of new system
- 8 Member Help Desk Calls
- 9 IT Staffing – verbal update
- 10 Any other items, which the Chairman considers to be urgent

To: Councillors K Artus, **V J T Lelliott**, R M Lemon and A R Thawley

Lead Officer: Mike Brean (01799) 510330  
Committee Officer: Victoria Borges (01799) 510432