

**IT WORKING GROUP held at COUNCIL OFFICES LONDON ROAD  
SAFFRON WALDEN at 4.00 pm on 3 NOVEMBER 2005**

Present: Councillor A R Thawley – Chairman.  
Councillor K Artus and R M Lemon.

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

**ITWG17 APOLOGY FOR ABSENCE**

An Apology for absence was received from Councillor V J T Lelliott

**ITWG18 MINUTES**

The Minutes of the meeting held on 13 July 2005 were signed by the Chairman as a correct record.

**ITWG19 MATTERS ARISING**

There was no matters or business arising.

**ITWG20 ICM PROJECT UPDATE INCLUDING DEMONSTRATION OF CRM SYSTEM**

The Head of IT demonstrated the new CRM system. He explained and demonstrated the 3 main areas were service selection, creation of entities and correspondence management. He showed how easy it was to search customers and to navigate. It would be possible to terminate an enquiry and save it for a later date if the customer did not have the desired information. There would be drop down coding options for some data entry fields. The system would deal with 80% of queries, leaving only 20% going to specialist.

The pathfinders were Environmental health (six staff), CIC Dunmow (four staff) and licensing.

Councillor Artus said he thought touch screens would be easier to use and suggested looking at this as a possibility. He also asked how many calls the whole of UDC took each year. The Head of IT did not know the answer but said that Environmental services have taken 40,000 calls a year alone. When CRM was fully functioning calls would not go to switchboard but straight through to the 15 customer advisors . At present there was a high number of abandoned calls, approximately 200 a day; this was mainly due to customers hanging up when voicemail cut in. He said that customers did not like to leave voicemail messages. Staff needed to be trained not to use their voicemail and to pick up a colleagues telephone in their absence.

The Ocella integration scripts should arrive by mid November. Revenues and benefits and housing were to be provided by Northgate and should arrive by early December.

Members were overall happy with the development of CRM.

## ITWG21 **IT STRATEGY**

There were 2 outstanding issues identified. Firstly the future of the ICM (Integrated Customer Management) project which was to be resolved by February 2006. Secondly, the requirements for eGovernment beyond 31 March 2006. Once these had been resolved a new strategy could be prepared.

The Executive Manager - Customer Services informed the working group of the position statements:

1. Remote working
2. Citrix
3. Re-work infrastructure
4. Telecommunications
5. Training and Development
6. Replacement status
7. Systems integration

Position statement 1 on remote working had already been considered by the group and Citrix was being discussed at this meeting. It was agreed that the position statements should explain the resource implications.

## ITWG22 **IT SERVICES – POSITION STATEMENT 2 – CITRIX**

The Head of IT provided the second in a series of papers aimed at defining where the IT service was and where it aimed to be in the future. This looked at Citrix – the thin client solution currently in place within the Council.

The Executive Management Team agreed to phase out the use of the Citrix system on 12 September 2005. 50% of the help desk calls received were about Citrix. The system was unreliable and despite a number of attempted upgrades was unstable. Each PC would be rebuilt and have relevant application client software installed. This would be done on a department by department basis .

Citrix MSAM would continue to be used by home workers, remote sites and Councillors as it worked well for remote users.

It would be likely that some additional pcs would be required. Within the capital programme there was funding for Minor Projects in the sum of £30,000.

Whilst moving away from Citrix would be a significant change in direction for the Council, the anticipate improvement in system availability and operation would significantly improve the service to customers.

Any problems home users incurred were usually due to their PC or phone line and not Citrix. Of the home workers, 2 had telephony voice over IP and approximately 20 logged in from home using the general system.

**ITWG24      CONSTITUTION UPDATE**

The Executive Manager (Customer Services) presented a report on the new constitution and the IT Working Group. It was decided that the group should continue with the terms of reference agreed at Full Council on 17 May 2005. This, along with all other task groups, would be considered by Council at its meeting on 13 December 2005.

**ITWG25      MEMBER SUPPORT DESK CALLS 1 JULY 2005 – 30 SEPTEMBER 2005**

The Head of IT presented a report to the working group. There were 18 calls logged with the Support Desk on behalf of Members. Due to staff shortages, it was likely that some calls, resolved on first contact were not logged on the system.

There were 2 councillors with access issues. Councillor Bowker had on-going software specific issues and Councillor Lelliott had problems connecting. It has been recommended that he use a council laptop for a period of time to enable the exact problem to be identified.

**ITWG26      ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS TO BE URGENT**

The Head of IT told the group that the IT section was up to full strength after a period of understaffing. The CRM support post would be filled, but was not urgent. Staff morale had improved a lot since all the team had been working together in the same room.

BPI157 (BVPI 157) was up to 93.92% and would be 100% by 31 December 2005.

The housing system migration had been successfully completed on 16 October 2005 and was fully live.

The IEG5 statement needed to be approved by the working group and it was agreed that it should meet on 15 Dec 2005 at 4.00pm to do so.

It was agreed that meetings in 2006 should be held bi-monthly.

The meeting ended at 5.50pm.