

**IT WORKING GROUP held at COUNCIL OFFICES LONDON ROAD
SAFFRON WALDEN at 4.00 pm on 15 DECEMBER 2005**

Present: Councillor Freeman - Chairman
Councillor A R Thawley, Councillor K Artus and R M Lemon.

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

ITWG27 APOINTMENT OF CHAIRMAN

Councillor Thawley nominated Councillor Freeman to be the chairman of the IT Working Group. This was agreed by members.

RESOLVED that Councillor Freeman would be chairman of the IT Working Group.

ITWG28 APOLOGY FOR ABSENCE

An Apology for absence was received from Councillor W F Bowker.

ITWG29 MINUTES OF PREVIOUS MEETING

The Minutes of the meeting held on 3 November 2005 were signed by the Chairman as a correct record.

ITWG20 – ICM Project update including demonstration of CRM system

The Principal Information Officer was to email an update to Councillor Artus.

ITWG25 - Member support desk calls 1 July 2005 – 30 September 2005

Councillor Freeman asked if the support desk issued a ticketing system for help desk calls. The Principal Information Officer explained that when a problem was lodged an email was sent to the recipient providing details and subsequent emails detailing the process.

Councillor Freeman asked if another meeting could be arranged to get Councillors Freeman and Bowker up to speed on regular topics of the group.

ITWG30 MATTERS ARISING

There were no matters or business arising.

ITWG31

IMPLEMENTING ELECTRONIC GOVERNMENT STATEMENT (IEG5)

The Principal Information Officer explained that IEG5 was a standard document that had to be completed twice a year, to ensure the Council was on target to deliver.

Page 22 had a line of figures missing. It should read:

	Actual 2003/2004	Actual 2004/2005	Forecast 2005/2006	Forecast 2006/2007	Forecast 2007/2008
Number of planning applications accepted via website (including through the Planning Portal)	0	0	10	20	40

He said that the planning section of the UDC website received the most hits.

The BVPI157 would be at 100% by 31 December 2005. It was currently at 97.62%. The national average was 92% and other Essex authorities were on around 70 to 80%, therefore UDC were above the average and happy with the progress.

Councillor Artus asked if this document could have a summary at the beginning to make easier reading, as it was lengthy. The Principal Information Officer agreed to this.

Councillor Thawley also asked to see added on page 3 a point on bettering staff work experience.

ITWG32

INTEGRATED CUSTOMER MANAGEMENT (ICM) UPDATE

The Executive Manager (Customer Services) said that six staff briefings on ICM had taken place. One of the key messages was that the council would be implementing a customer service centre, subject to Operations Committee approval in early February 2006. However, adopting ICM really would be the only way forward for UDC.

The suppliers of ICM (Northgate) have a consultant coming to the Council starting in January for 60 days. The cost of this would be £49,950. This was part of the ICM project budget, but the cost would be more than recuperated. It was envisaged that the Business Process Re-engineering exercise would realise significant efficiency gains. The programme would involve the establishment of an internal BPR team, reporting to an Executive Manager. The programme would involved knowledge transfer to the internal team so that the consultant would not be involved in the remainder of the BPR programme.

The appointed consultant, Chris Vaughan, was the strategic consulting programme director for Northgate Information Solutions and had recently delivered the programme at West Lancashire Council. It was agreed that the IT Working Group would meet with Chris Vaughan at the next meeting for him to discuss the interim stage.

Revenues and Benefits would be the first department to undertake the BPR programme, which would take up to five months. The next service to undertake the BPR programme would be Housing Services, which should also take three to four months to implement. Planning would be next and the last of the customer facing areas would be Environmental Services, which was to be completed by March 2007. The support services would then gradually go through the BPR programme. Human Resources would be holding workshops for staff on the impact of introducing ICM on their job roles.

Councillor Lemon asked how the staff felt about ICM. The Executive Manager (Customer Services) said that in the early stages there was some resistance, but now that they have been provided with lots of information most of the customer facing staff were looking forward to it.

Councillor Thawley asked which member of staff project officers would report to. He was told it would be the Executive Manager (Strategy & Performance).

ITWG33 **MEETING TIMETABLE**

Members agreed the timetable for meetings in 2006. They would be held on the following dates:

- 19 January 2006
- 13 April 2006
- 15 June 2006
- 10 August 2006
- 12 October 2006
- 14 December 2006

An amendment was made to the start time. It was more beneficial to Councillors to start at 5.00pm. This was agreed by officers.

ITWG34 **REPLACEMENT E-BOOKING SYSTEM**

The Principal Information Officer explained the situation of the previous e-booking system. Councillor Thawley asked why the Council needed e-bookings. He was told that by law Local Authorities were obliged to do so. It was very useful and would be used for booking leisure facilities and school holiday clubs, but would only have limited use.

ITWG35 **ANY OTHER ITEMS THAT THE CHAIRMAN CONSIDERS TO BE URGENT**

It was agreed that an informal briefing would be held for Members before the next meeting of the IT Working Group on 19 January 2006.

Officers and Members wished each other a Merry Christmas.

The meeting ended at 5.20pm.