

**IT WORKING GROUP held at COUNCIL OFFICES LONDON ROAD  
SAFFRON WALDEN at 5 pm on 14 DECEMBER 2006**

Present:- Councillor R F Freeman – Chairman  
Councillors R M Lemon and A R Thawley.

Officers in attendance:- M Brean, M Jimmick, S Mustill, M T Purkiss, F Taylor,  
A Webb and N Wittman.

**ITWG18 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Artus and Pedder.

**ITWG19 MINUTES**

The Minutes of the meeting held on 21 September 2006 were approved as a correct record and signed by the Chairman.

**ITWG20 BUSINESS ARISING**

The Chairman said that he had discussed the Saffire Website with Steve Willoughby and had suggested that any application for funding should go to the North Area Panel. He said that he would write a letter of thanks to Mr Willoughby for all his efforts with this website.

**ITWG21 DEMONSTRATION OF E – BENEFITS**

Sue Mustill and Faye Taylor attended the meeting to give a demonstration of the E Benefits Software which was currently being trialled. This was a mobile solution for processing Benefit Claims and would enable visiting officers to input data onto a tablet computer from any location in the District. Uttlesford staff had viewed the system being used at South Hams District Council and had been impressed with it and, in particular, its ability to greatly reduce the amount of time taken to complete assessments.

**ITWG22 INTEGRATED CUSTOMER MANAGEMENT (ICM)**

Officers presented a report giving details of the progress with the Integrated Customer Management Project.

It was noted that the CRM System had gone live on 27 November 2006 and there were currently over 50 Service Enquiries accessible through the system. More were being added as Service Enquiries transferred to the CSC. All major building and associated work at the Saffron Walden and Dunmow offices had now been completed and some minor items of work were being addressed. The official launch of the CSC would be on 8 February 2007 Councillor Lemon expressed the hope that the recent announcement of the closure of more Post Offices would not impact on the “New Ways to Pay”

initiative. Officers hoped that with the range of payment methods available this should not have a major impact.

Officers confirmed that the latest indications were that progress with the overall scheme was on target and within budget.

ITGW23

## **TELEPHONY**

Members received a progress report on the current position of the Replacement Telephony System Roll Out. It was noted that the system had gone live at most sites and only the Museum and Customer Service Centre Technology remained and these would go live in January 2007.

Early indications were that staff were very positive about the new system and the roll out to sites had been extremely successful with very few problems.

It was noted that Uttlesford was the first local authority to implement the MTS Solution and in the light of the success of the project to date, Global Crossing were producing a case study document on the Uttlesford Implementation for use at national events.

The success of the project was particularly pleasing as a saving of £220,000 had also been made against the original budget. It was anticipated that the revenue cost of the new system would be no more than that paid for the old system.

The Working Group congratulated Officers on the successful implementation of this project.

ITGW24

## **MEMBER WEEKEND SUPPORT**

The Head of IT reported that in addition to some user specific problems there had been two system wide issues during the last month. Both of these problems, whilst having a large impact on users, were relatively easy to resolve. However, when they happened at a weekend, severe disruption to services occurred for staff and Members who were trying to gain access to the systems.

In order to address the problem three members of IT staff had offered to establish a weekend Support Team, for a trial period, to enable Officers to establish the precise requirements and level of usage. It was suggested the trial would last for six months commencing on 16 December 2006 and would be based upon the following criteria:

- a. Support hours will be 9am – 5pm Saturday and Sunday only (Saturday only over the Christmas and New Year period).
- b. One member of staff will be available each weekend.
- c. Calls will be prioritised in the order they are received. Only a full system down call will take priority.

- d. Access to the staff will be gained by dialling a council number which will divert to a dedicated mobile phone.
- e. Officers will make best effort to respond to the request for support within one hour.
- f. Telephone support only is available, no visits to homes or return to work will be provided. All support will be via remote access.

In accordance with the relevant Personnel Policy note there would be a small retainer paid to the officer on call and further payment relating to the number of support requests received. Officers confirmed that the cost of the trial would be met from within existing budgets and a report would be prepared towards the end of the trial to evaluate the findings and determine the best way forward.

#### ITWG25 **UTTLESFORD IN 2011**

It was noted that the Council, at its meeting on 12 December had approved the report entitled "Uttlesford in 2011". It was reported that a significant part of the proposals would involve ICT and it was suggested that the best approach was to prepare a five year programme. The matter would be discussed in more detail at the meeting in January 2007.

The Head of IT reported that discussions had taken place with Northgate concerning the replacement of the Ocella System. One problem with the Ocella system was that it could not print to multifunctional devices. Northgate would provide further costings in the New Year.

#### ITWG26 **MEETING IN 2007**

It was agreed that the next meeting would be held on 17 January 2007 at 5.00 pm and that meetings should be held approximately every two months after that.

It was also noted that the minutes of the next meeting would be taken using a digital pen which would enable the notes to be transferred on to the computer.

The meeting ended at 6.35 pm.