

Report to E-Government and ICT Standing Panel

Date of meeting: 8 August 2005

Portfolios: ICT and Corporate Support Services

Subject: Corporate Customer Contact Centre – Scoping Study Report

Officer contact for further information: A J Scott (4457)

Committee Secretary: S G Hill (Ext 4249)

Recommendations/Decisions Required:

To consider the attached draft report to the Cabinet and make comments accordingly.

1. (Portfolio Holder for ICT and Corporate Support Services) The attached report deals with proposals for a Customer Services Transformation Programme (CSTP) and recent consultancy by Steria Ltd to undertake a scoping study on the implications of introducing a customer contact centre.
2. Details of the scoping study have been sent to members of the Panel separately. Please bring these with you to the meeting. Representatives of Steria will be attending the meeting.

