

## Terms of Reference – Standing Panel

<b>Title:</b> Customer Services and ICT		
<b>Status:</b> Standing Panel		
<b>Terms of Reference:</b>		
<p>(1) *To consider the introduction of a Customer Services Transformation Programme (CSTP) on behalf of the Customer Services, Media, Communications and ICT Portfolio Holder and to make any resulting recommendations to the Portfolio Holder or Cabinet as appropriate.</p> <p style="padding-left: 40px;">a) To consider the specific ICT role within the CSTP and agree which elements of this project should be monitored and reviewed by other O&amp;S panels/committee.</p> <p>*The Portfolio Holder has agreed to temporarily suspend the CSTP in order for the Council to give resource priority to other projects in light of the Council's current financial position. Therefore the panel, as an interim measure, will consider feedback from the **Customers Services Working Group to ensure that the panel is kept up to date on current customer service activities across all service areas.</p> <p>(2) To consider the business case and technical proposals for all major ICT systems on behalf of the Customer Services, Media, Communications and ICT Portfolio Holder prior to consideration by Cabinet.</p> <p>(3) To monitor and review progress on the implementation of all major ICT systems.</p> <p>(4) To report to the Overview and Scrutiny Committee, the Council and the Cabinet with recommendations on matters allocated to the Panel.</p> <p><b>** This is a new Officer group that is due to be established during December 2006</b></p>		
<b>Work Programme 2006/7</b>		
<b>Item</b>	<b>Priority</b>	<b>Report Deadline</b>
1. Review of the Web-casting system	High	November 2006
2. To consider the Revenues and Benefits ICT system.	High	November 2006
3. To consider the Microsoft Enterprise software arrangements.	Medium	February 2007
4. To consider the desktop software deployment strategy	Medium	February 2007
5. To consider feedback from the officer based Customer Services Working Group	Medium	April 2007
<b>Chairman:</b> Councillor Maggie McEwen		