

Senior Responsible Owner: James Hutchinson (Tel: 37009) Project/ Prog. Manager: John Price (Tel: 39786)

**Overall Status**

Project/ Programme Director:

Risk Management:

Communications:



Overview	24/09/2008
<p>On 16 April 2008, SLB Modernisation Sub-Group B presented its End of Term Report to SLB recommending that the work started by Sub-Group B should be continued by the newly constituted Policy Development Panel B on Service Delivery.</p> <p>A large number of recommendations were made on a wide range of projects, to enable the Panel to proceed with the work of the Sub-Group. This report was accepted and endorsed by SLB and has formed the work plan for Panel B.</p> <p>The work of the Panel has been split into three main subject areas: policy and strategy relating to customer service delivery (including Customer Service Strategy) and to information systems (including IS Strategy, network infrastructure, collaborative procurement), and policy, strategy and legislation development on Performance Management.</p>	

Latest News	24/09/2008
<p>At the last meeting of Panel B on 17 September 2008, consideration was given to the finalisation of a draft Project Initiation Document (PID) covering the above areas and the establishment of three Working Groups to further formally progress the work of the Panel. This is presented to the 3 October 2008 SLB meeting for approval.</p>	

Risk Profile	
<b>No of High Risk Items &gt; 12</b>	
<b>No of Medium Risk Items &gt;= 6</b>	
<b>No of Low Risk Items &lt; 6</b>	

Risks have been rated on a scale of 1 to 5 ( impact and probability) and multiplied together to form an overall rating.

Latest OGC Gateway Review Details	Date	Result

Next Gateway Review planned

**Comments**

Forward Outlook
<p>The PID and the Working Group structure will need to be further reviewed in the light of the determination of priorities for what must be delivered for councils to operate from May 2011. The IS Strategy (through the NILGA E-Government Working Group) is expected to be delivered at the end of October 2008.</p>