

Senior Responsible Owner: James Hutchinson Project/ Programme Manager: John Price

Tel: 39786

**Overall Status**

Project/ Programme Director:

Risk Management:

Tel:

Communications Management:

Tel:



**Overview**

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.

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.

The work of the Panel has been split into 3 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.

**Latest News**

**31/10/2008**

PID approved at October SLB.

Initial meeting on development of sectoral Customer Service Strategy scheduled for early November 2008.

Sectoral IS Strategy (through NILGA E-Government Working Group) expected to be finalised in mid-November 2008.

Discussion underway with Network NI on network infrastructure potentials.

Draft Procurement Guidance and draft Performance

Management papers to be presented to next Panel meeting on 19 November 2008.

**3 Month Forward Outlook**

The workplan underlying the PID needs to be further reviewed in the light of the 5 November Planning Day 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 in mid-November 2008 and, subject to consideration by the Panel, could be presented to SLB in January 2009.

Draft Performance Management proposals, subject to consideration by the Panel, could be presented to SLB in January/February 2009.

**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

**OGC Gateway Review Details**

**Date**

**Result**

OGC Gateway Review Details	Date	Result
Review 0 - Strategic Assessment		

Next Gateway Review planned for:

**Comments**

**High Level Project Schedule**

Activity

Start Date

End Date

%Complete

RAGStatus

01 Schedule of activities to be completed following the 5 November Planning Day