

Senior Responsible Owner: Ian Maye

Project/ Programme Manager: John Murphy

Tel: 37048

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), modernisation and improvement (including IS Strategy, network infrastructure, collaborative procurement), and policy, strategy and legislation development on Performance Management.

Latest News

27/11/2009

Work on development of proposals for Customer Focused approach to Service Delivery finalised. Work has been completed on the prioritisation of IS Strategy Projects.

3 Month Forward Outlook

Development of proposals for a Procurement Strategy.
Development of guidance to support Service Delivery & Performance Improvement framework.

OGC Gateway Review Details

Date	Result
Review 0 - Strategic Assessment	

Next Gateway Review planned for:

Comments

High Level Project Schedule

<u>Activity</u>	<u>Start Date</u>	<u>End Date</u>	<u>%Complete</u>	<u>RAGStatus</u>
Policy Development				
01 Agreement of the transition IS Strategy	01/01/2008	31/05/2009	100	
02 Development of a Procurement Strategy for the Councils	01/07/2008	31/03/2010	40	
03 Develop policy proposals on Service Delivery & Performance Improvement	01/11/2008	28/02/2009	100	
04 Network NI - agreement of implementation pilots for councils	01/11/2008	31/07/2009	100	
05 Development of guidance to support Service Delivery & Performance Improvement	01/03/2009	31/01/2010	20	
06 Consider responses to consultation on policy proposals	01/01/2010	31/01/2010	0	
07 Recommendations on any amendments to SLB	01/02/2010	28/02/2010	0	
08 Development of guidance to support local Customer Service Strategies	01/08/2009	31/12/2009	100	
09 Development of Shared Service Strategy	01/08/2009	31/12/2009	0	