

Senior Responsible Owner: Ian Maye

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**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**

**03/04/2009**

On-going development of policy proposals in relation to the legislative provisions for the Service Delivery & Performance Improvement framework for councils post 2011.

**3 Month Forward Outlook**

Consideration of ICT road map and how this can be best taken forward, taking account of the PWC consultancy project on service delivery options.

Finalisation of policy proposals in relation to Service Delivery & Performance Improvement framework.  
Finalisation of high level strategies for Information Systems and Procurement.

Development of guidance to support Service Delivery & performance Improvement framework

**Risk Profile**

No of High Risk Items > 12	0
No of Medium Risk Items >= 6	6
No of Low Risk Items < 6	0

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
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>
<b>Policy Development</b>				
01 Agreement of the transition IS Strategy	01/01/2008	31/05/2009	80	
02 Development of a Procurement Strategy for the Councils	01/07/2008	30/06/2009	40	
03 Develop policy proposals on Service Delivery & Performance Improvement	01/11/2008	28/02/2009	90	
04 Network NI - agreement of implementation pilots for councils	01/11/2008	31/05/2009	30	
05 Development of guidance to support Service Delivery & Performance Improvement	01/03/2009	31/10/2009	0	
06 Consider responses to consultation on policy proposals	01/06/2009	30/06/2009	0	
07 Recommendations on any amendments to SLB	01/07/2009	31/07/2009	0	
08 Development of Customer Service Strategy	01/08/2009	31/10/2009	0	
09 Development of Shared Service Strategy	01/08/2009	31/10/2009	0	