

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**

**06/08/2009**

The Panel has endorsed in principle the way forward for the development of a local government network infrastructure.

The Terms of Reference for an assignment to support the development of a Procurement Strategy have been agreed.

Work has commenced on the preparation of guidance on the key characteristics of a local Customer Service Strategy.

**3 Month Forward Outlook**

Development of proposals for a Procurement Strategy.

Finalisation of proposals in relation to the Customer Service Strategy Framework.

Begin 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>
<b>Policy Development</b>				
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	31/12/2009	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	30/11/2009	0	
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 Customer Service Strategy	01/08/2009	31/10/2009	0	
09 Development of Shared Service Strategy	01/08/2009	31/12/2009	0	