

**CAMBRIDGE CITY COUNCIL**  
Record of Executive Decision

<b>CITY SERVICES HELP DESK</b>
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**Decision of:** Councillor Colin Rosenstiel  
Deputy Leader

**Reference:** 03/sit/01

**Date of decision:** 21 January 2003    **Recorded on:** 23 January 2003

**Decision Type:** Key Decision

**Matter for Decision:** To approve the implementation of the Help Desk at City Services as outlined in the Project Appraisal.

**Why the decision had to be made (and any alternative options):** This is referred to in the report.  
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**The Deputy Leader's decision(s):** To approve the pilot study for CRM (Customer Related Technology) as outlined in the attached project appraisal (appendix A of the report), subject to further evaluation by the members of the Strategic I T Scrutiny Committee of the FAQ system.  
  
To review the Pilot Scheme after 6 months of operations.

**Reasons for the decision:** These are covered above and in the officer reports

**Scrutiny consideration:** The Scrutiny Committee considered and approved the recommendation as recorded.

**Report:** Agenda item 6 of the Strategic Information Technology Scrutiny Committee, 21 January 2003

**Conflicts of interest:** No conflicts of interest were declared by the Executive Councillor

**Comments:** See Scrutiny Committee minutes for voting. See also Record of Decision by Executive Councillor (Environment) following Environment Scrutiny Committee 21 January 2003.