

**STRATEGIC INFORMATION
TECHNOLOGY SCRUTINY COMMITTEE**21 January 2003
5.30pm – 6.40 pm**PRESENT:** Councillor Ward (Chair), Councillors Bagnall, Bailey, Bell, Liddle, and Slatter**ALSO PRESENT :** Deputy Leader: Councillor C Rosenstiel**FOR THE INFORMATION OF THE COUNCIL****03/SIT/01 APPOINTMENT OF CHAIR****Resolved** that Councillor Ward be appointed Chair.**03/SIT/02 APPOINTMENT OF VICE CHAIR****Resolved** that Councillor Slatter be appointed Vice Chair.**03/SIT/03 APOLOGIES**

There were no apologies for absence.

03/SIT/04 DECLARATIONS OF INTEREST

There were no declarations of interest.

03/SIT/05 PUBLIC QUESTION TIME

There were no members of the public present who wished to address the meeting.

03/SIT/06 CITY SERVICES HELP DESK (*See also record of decision 03/sit/01*)

The report set out the proposal for investment in technology to implement the City Services Help Desk pilot study outlined in the project appraisal appended to the report. Funding of £144,620 from the Technology Investment Fund for the project would require approval by the Leader. The report was also subject to consideration by the Environment Scrutiny Committee and the Executive Councillor (Environment). Members discussed the proposal and the project appraisal and raised a number of issues which included:

The possibility of extending the help desk (Contender) system to other areas of the Council once the pilot study had been completed and found satisfactory;

The maturity of the proposed software and interfaces between the telephony and the Contender systems;

The high cost of the FAQ element in the appraisal;

The specifics of the hardware to be used in the project;

The allocation of costs between upgrading existing systems and new development;

The security of customer access via the web and residents concern on the issue;

The ease of access to the interface on the web;

Implications of other means of access (telephone and email) to the help desk.

Members suggested that all reports to meetings of the Strategic IT Scrutiny Committee should include a standard paragraph entitled 'Security Implications'.

The Committee agreed the recommendations for the Deputy Leader as stated in the report subject to further evaluation by the members of the Strategic Information Technology Scrutiny Committee of the Frequently Asked Questions (FAQ) system .

The Executive Councillor agreed the recommendations as above.

The meeting closed at 6:40pm

CHAIR

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