

Decisions taken by the Brent, Lewisham and Southwark IT Committee on Tuesday, 12 October 2021

Agenda Item No	Topic	Decision
----------------	-------	----------

Part A – Items considered in public

A4	Minutes of the Previous Meeting	<ul style="list-style-type: none"> It was AGREED that the minutes from the previous meeting held on Tuesday 13 July 2021 could be approved as an accurate record.
A6	Update Report to the ICT Shared Service for the London Boroughs of Brent, Lewisham and Southwark	<ul style="list-style-type: none"> Members NOTED the update provided and actions being taken in relation to the ongoing performance and delivery of the shared service, as detailed within Section 3 of the report. Members NOTED the contents of the Performance Pack as detailed in Appendix A of the report. <p>As additional actions arising from the performance update it was agreed:</p> <ul style="list-style-type: none"> To ensure that members across all three local authorities within the Shared Service were included as part of the communications and updates due to be issued in relation to the release and operation of the new Hornbill customer portal in advance of it going live at the end of October 21. To provide a comparison (as part of future performance updates) on the overall number of tickets logged by the Shared Service over the current reporting period with those over the same period from the previous year. To include (as part of future performance updates) details on the target number and time specified for triaging calls and performance being achieved in dealing with these.
A9	Date of Next Meeting	<ul style="list-style-type: none"> Tuesday 15 March 22 at 6pm – to be chaired (online) by London Borough of Southwark.