

Revenues and Benefits Service Plan 2012/13

Action Plan			
Action Code	ACTION	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date
Strapline: Corporate Priority: <i>Prosperity (EHC) Move towards Excellence (SBC)</i>			
12-	Shared Service implementation	Target: March 2013 Outcome: Service running as one, in each area of activity Critical Success Factors: Processes only separate to reflect local discretions and policies Environmental Impacts: Smooth service delivery with minimum waste	31 March 2013
12-	Service Review of shared service operation	Target: March 2013 Outcome: Processes streamlined Critical Success Factors: Processes only separate to reflect local discretions and policies Environmental Impacts: Smooth service delivery with minimal waste	31 March 2013
12-	Harmonization of processes and performance	Target: March 2013 Outcome: Service running as one, in each area of activity Critical Success Factors: Processes only separate to reflect local discretions and policies Environmental Impacts: Smooth service delivery minimal waste	31 March 2013
12-	Environmental agenda	Target: March 2013 Outcome: Less paper and printing in the service Critical Success Factors: Staff working from home in a paper free environment Environmental Impacts: Less use of natural resources.	31 March 2013

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Action Code	ACTION	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date
12-	Deliver Excellent Customer Service	Target: March 2013 Outcome: Customer satisfaction levels sustained Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	31 March 2013
12-		Target: XXX Outcome: XXX Critical Success Factors: XXX Environmental Impacts: XXX	
12-		Target: XXX Outcome: XXX Critical Success Factors: XXX Environmental Impacts: XXX	
Strapline: Corporate Priority:			
12-		Target: XXX Outcome: XXX Critical Success Factors: XXX Environmental Impacts: XXX	
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