Business and Technology Services - Service Plan 2014/15

**Action Plan**	**Connections**
Action Code	ACTION	What role will the service play? (Please click in the cell to select the relevant role by clicking on the drop down arrow)	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Links to partnership wide agendas: - Community Strategy - Health and Wellbeing
*Corporate Priority: People*   *Strapline: Fair and accessible services for those who use them and opportunities for everyone to contribute*
*Deliver strong and relevant services*
14-BTS01	**Here to Help** Deliver a service catalogue which sets out the detail of the services that partners should expect from the Shared Service	Service Provider / Commissioner / Manager	**Target:** Delivered by October 2014 **Outcome:** Customers better informed about services delivered **Critical Success Factors**: Good communication and awareness regarding the catalogue **Environmental Impacts:** None	01 October 2014	Head of Business & Technology Services	No impact	None
14-BTS02	**Here to Help** Continue to work with both partner Councils to develop the role and capabilities of super users to encourage better utilisation of systems and better communication between the shared service and service departments.	Service Provider / Commissioner / Manager	**Target:** Priority Services to utilise super users by September 2014 **Outcome:** Improved satisfaction with IT services as a result of better communication **Critical Success Factors**: Super users to be given sufficient time to effectively fulfil the role **Environmental Impacts:** No direct impacts	01 September 2014	Head of Business & Technology Services	Corporate Initiative	None
*Corporate Priority: Prosperity*   *Strapline: Improving the economic and social opportunities available to our communities*
*Deliver value for money and reduce our reliance on central government funding*
14-BTS03	Deliver and implement a business case for rationalising and improving the print solutions delivered corporately across partner Councils	Service Provider / Commissioner / Manager	**Target:** Business case to be delivered by June 2014. Implementation by December 2014. **Outcome:** Positive feedback from customers relating to new solutions and financial savings (to be identified in business case) **Critical Success Factors**: Flexible and resilient print solutions **Environmental Impacts:** Potential to reduce use of consumables and energy usage	01 December 2014	Head of Business & Technology Services	Corporate Initiative	None
14-BTS04	Improve the resilience of IT systems support by rationalising and harmonising line of business applications across partner Councils	Service Provider / Commissioner / Manager	**Target:** Priority systems delivered by January 2015 **Outcome:** Reduced costs and all priority systems to be supported by at least 2 BATS staff **Critical Success Factors**: Service capacity to support changes to systems where appropriate **Environmental Impacts:** None as changes relate mainly to software	31 January 2015	Head of Business & Technology Services	All service areas will need to be involved in initial analysis of need to amend/change existing systems	None