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)	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		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