

NORTH LANARKSHIRE COUNCIL
REPORT

To: Corporate Services Committee	Subject: CORPORATE SERVICES	
From: Head of Central Services	SUPPORT SERVICES REVIEW: TRANSFER OF SWITCHBOARD TO FINANCE AND CUSTOMER SERVICES	
Date: 13 July 2010	Ref: JAF/BN	

1 Purpose

- 1.1 The purpose of this report is to update the Committee on progress made towards transferring the switchboard from the Civic Centre, Motherwell and Fleming House Cumbernauld to the Contact Centre.

2 Background

- 2.1 Following consultation with Head of E-Government and Service Development, Corporate Services Committee in March 2009 approved the recommendation, that the switchboard service provided at Civic Centre, Motherwell and Fleming House, Cumbernauld be transferred to Finance and Customer Services.

3. Progress

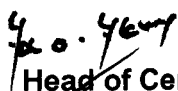
- 3.1 To date progress is as follows:

- procurement, installation and testing of the switchboard module for Macfarlane automatic call distribution system (ACDS) has been completed
- appropriate budget transfers have been transferred from Central Services to Efficient Government and Service Development
- a redeployment exercise completed
- the training plan prepared
- target transfer date is end of September 2011

- 3.2 Only when the training plan has been implemented, the transfer has taken place and there has been three months satisfactory performance the civic centre switchboard will be decommissioned.

4 Recommendation

- 4.1 It is recommended that members note the contents of this report.

J. O. Fleming


Head of Central Services

Members seeking further information on the contents of this report are asked to contact John Fleming on Extension 2228