

AGENDA

- (1) Declarations of Interest in terms of the Ethical Standards in Public Life Etc. (Scotland) Act 2000

- (2) COVID-19 - Response and Recovery - Business Solutions (page 5 - 12)
Submit report by the Head of Business Solutions highlighting the level of activity deployed by her Service in response to the pandemic and its subsequent recovery (copy herewith)

- (3) Presentation - Digital NL Journey and Future Build

- (4) PoW 083 Customer Service Hub - Technology Design and Implementation Update (page 13 - 18)
Submit report by the Head of Business Solutions highlighting the design and build work being undertaken by our digital business partner Agilisys to deliver the technical infrastructure to support and sustain our digital ambitions (copy herewith)

- (5) PoW 75.1 - Digital and IT Strategy - Review 2020 (page 19 - 36)
Submit report by the Head of Business Solutions presenting the first annual review of the Digital and IT Strategy 2019-2024, as previously approved by the Policy and Strategy Committee in June 2019 (copy herewith)

- (6) PoW 069 - DigitalNL Communications and Engagement Activity (page 37 - 48)
Submit report by the Head of Business Solutions outlining the progress and future plans in place to accelerate the development of a digital workplace, web-based access to service information and transactions and the use of data and automated intelligence to boost productivity and service operations (copy herewith)

- (7) Business Solutions - Capital Monitoring Report 1 April to 24 July 2020 (Period 04) (page 49 - 56)
Submit report by the Head of Business Solutions highlighting the financial performance of Business Solutions for the 2020/21 capital programme for period ended 24 July 2020 (Period 04) (copy herewith)

- (8) Contracts Awarded Below Committee Approval Threshold (page 57 - 60)
Submit report by the Head of Asset and Procurement Solutions advising of contracts awarded between 1 April and 30 June 2020 (copy herewith)