



PI's for Service Committee

Generated on: 05 February 2010



	This PI is significantly below target		This PI is slightly below target
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Finance and ICT ICT Development

Cat	Service Outcome/Statement	Code & Name	Target	2007/08	2008/09	Q3 2008/09	Q4 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Latest Note	Status
				Value	Value	Value	Value	Value	Value	Value		
SO	Council services are provided at a lower cost to at least the same standard.	FICT173 ICT Action Plan Completion %	75%	94%	74%	50%	74%	20%	44%	67%	<p>Overall progress against the ICT Action Plan is estimated to be 67% against a target of 75% at the end of the third quarter. The target has not been achieved for the following reasons:</p> <ul style="list-style-type: none"> A higher than anticipated level of ICT resourcing of the Designing Better Services programme Some previously identified essential upgrades for third party solutions not yet available <p>The figure of 67% does however compare favourably against the percentage progress of 50% for the same period last year.</p>	