

Key Decision Details

Decision Name	Medium Term Plan - Requests for Release of Funds
Date of Decision	14 October 2004
Decision maker	Cabinet
Describe the Decision taken	<p>Approved the release of Capital funding for the hardware and software required to link to Cambridgeshire Direct.</p> <p>Authorised the Director of Commerce and Technology after consultation with the Executive Member for Resources, Welfare, and IT to issue a letter of intent to Cambridgeshire County Council in lieu of the main contract and in order to accept a time-limited offer for the Customer Relationship Management Software.</p> <p>Authorised the Director of Commerce and Technology after consultation with the Executive Member of Resources, Welfare and IT to sign a contract with Cambridgeshire County Council to implement the District Council's Call Centre including managed services within the approved budget.</p>
What were the reasons for taking the Decision?	As part of the Council's Customer First Programme.
What alternative options were considered and rejected?	none
Conflict of interest and dispensation	none
Is the decision a Key Decision?	Yes
Was the decision included in the Forward Plan	Yes
Was the decision subject to the urgency proceedings?	No
List the background papers to any report considered by the Decision Taker	Customer Service Strategy June 2003 Cabinet Reports on Customer First

Funding 4/3/04, 27/5/04 & 15/7/04

Person Making this report Mrs Helen Lack

Date upon which the Decision will come into force, subject to no call-in 25 October 2004

Accompanying Documents 041014 Cabinet - Customer First - Request for Release of Funds