Ref	Issues outstanding during 2010-11	Actions completed by 31 March 2011	Actions Required
1	**Procurement** During 2010/11 progress has been made to improve procurement practices. However, there remains a need to have more consistent standards in some parts of the organisation, particularly with regard to contract management. (Lead: Strategic Director of Economy & Environment)	Review of Contract Standing Orders completed and revisions approved by Council in November 2010. The Council's procurement requirements published on the Council's web site. Development of proposals a centralised procurement and contract management function.	• Establishment of centralised procurement unit
2	**Business Continuity Planning** Whilst the issue of Civil contingency / Emergency Planning is now deemed to be cleared, there are some remaining issues on business continuity planning. (Lead: Strategic Director of Economy and Environment)	The Isle of Wight Council Business Continuity Management Strategy has been reviewed and amended in order to align with BS25999 (British standard for business continuity management). 34 resilience leads have received training. Work is in progress to revise /produce team continuity plans. The compilation of disaster recovery requirements from teams based on location of premises was scheduled to take place in December 2010 but this timescale is under review as it has been affected by the restructure. A corporate-level Business Continuity plan has been completed. An Isle of Wight Council Pandemic Flu plan is in progress	• Revision of team business continuity plans • Development of team disaster recovery requirements • Development of training and testing programme to support the above

Ref	Issues outstanding during 2010-11	Actions completed by 31 March 2011	Actions Required
3	**ICT** Full roll-out of telephone system is outstanding. The encryption solution has been delayed due to a lack of resources. (Lead: Strategic Director of Resources)	The Council new financial and HR system (SAP) implemented - This removes all old legacy systems and problems associated with them. Information Assurance – compliant for v3.1 of code of connection and assessment for v3.2 underway. Users now have access to the Government Secure Extranet (GCSx). Information Assurance training provided to all staff ICT resilience has been vastly improved. Core telephone system is now live including the Call Centre solution. Full rollout across the organisation is dependent on the transformation agenda with likely completion during 2012/13. The encryption solution which provides protection from unauthorised access to the council's systems and data has been delayed due to a lack of resources, but is 90% complete.	• Finalise roll out of telephone system • Complete encryption process which will provide protection from unauthorised access to data and systems
4	**Governance of Partnerships** Whilst some very sound progress has taken place, this has only taken effect during the year and should therefore be highlighted in the statement. (Lead: Chief Executive)	The shadow Health and Well-being Board has met and approved, in outline, the revised partnership arrangements. An economic development board is to be established (reflecting that the IoW is now part of the Solent LEP). The prospectus based commissioning approach is now widely adopted by the council.	• Finalisation of partnership arrangements and approval by the Health & Well-being Board • Establishment of economic development forum

Ref	Issues outstanding during 2010-11	Actions completed by 31 March 2011	Actions Required
5	**Capacity to deliver significant organisational change**. This covers many issues including HR resources, potential for legal challenge over changes, the risk of achieving the budget strategy, the impact on our community and in particular the vulnerable. The heading also includes any residual issues from previous concerns of projects resources and consultation. (Lead: Chief Executive)	Whilst there now are many sound and robust arrangements in place, the scale and scope of change within the council is unprecedented. The Council's success in delivering such change depends on amongst other things, even more rigorous governance arrangements.	- Ensure that effective governance arrangements operate for the Council's key strategic projects - Ensure the effective performance management of Council priorities, including risk management - Ensure effective savings monitoring and management - Ensure appropriate resource is identified and prioritised to deal with significant HR workload
6	**Information Management** Requirements and wider responsibility for Information Management need to be confirmed; the Authority does not have an accurate record of the information it holds with necessary meta data; the current Records Management Policy is not fit for purpose. The Council needs to clarify its requirements, where responsibility should lie and how Enterprise Content Management (ECM) can be used as an enabler to address current weaknesses relating to Information Management. (Lead: Director of Corporate Governance and Monitoring Officer)	Document retention policy approved by Directors in March 2011. Responsibility for Information Management clarified by Directors in March 2011.	Implementation of Electronic Document Records System