

ACTION PLAN
AUDIT SERVICES REPORT - TELEPHONE USAGE

R	Recommendation	Level	Agreed Y/N	Client's Comments	Action By Who/When
1	<p>Review existing policy / guidance documentation for using desk and mobile phones for business and personal calls. Provide guidance on alternative cost-effective methods of communication, and maximum duration for certain types of call.</p> <p>Explain how misuse is recorded and checked</p> <p>Management to review and action</p>	2	Y	<p>Head of ICT to table at next IPG group meeting</p> <p>Strategic Procurement and Efficiency Manager to consider as part of current cost savings review.</p>	Dean Hogan
2	<p>With regards to desk phones, provide management with information, or access to on-line call logger data for their areas of responsibility.</p> <p>ICT for action</p>	2	Y	<p>This forms a part of the deliverables of the new Community Network project. For mobiles this information is already provided</p> <p>Strategic Procurement and Efficiency Manager to consider as part of current cost savings review.</p>	Dean Hogan
3	<p>Provide management with information to enable them to check their departments' performance in answering 95% of all telephone calls, and 80% of them within 15 seconds. Refer to the published Customer Service Standards.</p> <p>ICT for action</p>	2	Y	<p>This forms a part of the deliverables of the new Community Network project</p> <p>Customer Services are the owners of the reporting and adherence to the standards</p> <p>Strategic Procurement and Efficiency Manager to consider as part of current cost savings review.</p>	Dean Hogan
4	<p>During subsequent mobile phone contract negotiations, it is recommended that there is a rationalisation process to remove mobile phones from staff that are not using them, and non-essential users.</p> <p>ICT for action</p>	2	Y	<p>A rationalisation audit is already ongoing and discussions are underway with the new Procurement and Efficiency Manager with respect to the opportunity for the Regional Centre of Excellence to fund three pilot study projects for the use of personal mobile phones</p> <p>Strategic Procurement and Efficiency Manager to consider as part of current cost</p>	Dean Hogan

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				savings review.	
5	The Authority may consider issuing pool phones to groups of low or occasional users. Management to review and action	2	Y	Strategic Procurement and Efficiency Manager to consider as part of current cost savings review.	Dean Hogan