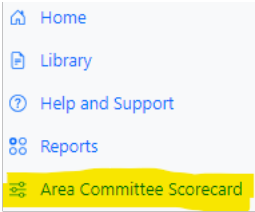




Member Zone Sounding Board – Meeting 6
Tuesday 19th March at 10am by Teams

AGENDA

Item Number	Details	Action
1	Welcome, introductions, apologies.	Bob
2	Minute of Previous Meeting 04 th October 2023 (herewith - All)	All
3	Review of current Member Zone Request Portal Performance: <ul style="list-style-type: none"> - Request Management Update Briefing to 8th March 2024 (herewith - Bob Miller) - Operational Issues (Members' and Officers' perspectives) - System Issues (Jamie Robertson to lead) 	Group Discussion
4	Current in Progress and Planned MZ System Developments <ul style="list-style-type: none"> - Future Development Programme List and Member Feedback requests: <ul style="list-style-type: none"> • Case Completion Survey Enhancement • Operational Reports Enhancements for RIS • New Overdue Reason Function for Director's DMT Monthly Report (Caseload Controller Briefing) • Director's Admins given escalation permissions • Override on "Urgent" request for Case Controllers • Closure via email Hyperlink Outstanding developments: <ul style="list-style-type: none"> • Red, Amber Green visual status in member's open caseloads. • Attaching of emails to requests (Cllr Wallace) • The enabling the reporting of Section Faults by Members to WDM • Upload of photographs via MZ to WDM 	Group Discussion
5	Member Zone Information Resources <ul style="list-style-type: none"> - Recent enhancements (Bob Miller to Lead/Demo) <ul style="list-style-type: none"> • Area Committee Scorecard Link • Bin Collection Calendars 2024 • RIS Operational Updates to Edition 139 • Sounding Board Papers - Wish List? 	Group Discussion
6	Member Support: <ul style="list-style-type: none"> - Member Services Support (Helen) - Other support or training needs 	Group Discussion

Item Number	Details	Action
7	AOCB	All
8	Date of Next Meeting – July 2024	TBC