**Member Zone Sounding Board – Meeting 2
Thursday 13th April at 10am by Teams**

AGENDA

Item Number	Details	Action
1	Welcome, introductions, apologies.	Bob
2	Minute of Previous Meeting December 2022 (herewith)	All
3	Review of current Member Zone Request Portal Performance: - Request Management Update Briefing (Herewith - Bob Miller to lead) - Operational Issues (Members and Officers perspectives) - System Issues (Jamie Robertson to lead)	Group Discussion

4	Current in Progress and Planned MZ System Developments
	
	- Current Developments (Including Demo's by Jamie Robertson)
	   o Two factor authentication
	   o Option to share with members in ward
	   o Option to mark enquiry as urgent
	   o Date incident last viewed by member' column in member reports
	   o Auto closure of incidents.
	
	- Future Development Programme List and Member Feedback requests:
	
	   o Red, Amber Green visual status in member's open caseloads
	   o Last Viewed date on open cases.
		Group Discussion

5	Member Zone Information Resources
	
	- Recent enhancements (Bob Miller to Lead/Demo)
	
	   o MZ Update Briefings
	   o EqESIAs
	   o Hub Member Seminars
	   o Sounding Board and RIS Resources
	
	- Wish List (Searchable by Keyword, Other content?)
		Group Discussion

6	Member Support: - Member Services Support (Helen MacLeod to lead) - Other support or training needs	Group Discussion

Item Number	Details	Action
7	AOCB	All
8	Date of Next Meeting – August 2023	TBC