



April 2011 SMR Agenda

Time	Item	Description	Owner
10:00 – 10:30	Service Relationships Service Strategy	UK fast rural broadband network	Mark Weaver Tony Atkinson
10:30 – 11:15	Hot Topics		Mark Weaver
11:15 – 11:30	Actions		All
11:30 – 12:00	Key Performance Highlights	<ul style="list-style-type: none"> • Online & Data Management Services: View of Service in March: <ul style="list-style-type: none"> • Service Improvements / Key Projects / Activities 	Tony Atkinson
12:00 – 12:45		<ul style="list-style-type: none"> • End User Services: View of Service in March: <ul style="list-style-type: none"> • Service Improvements / Key Projects / Activities • Barcode Reader Update 	Leighton Machin
12:45 – 13:00		<ul style="list-style-type: none"> • Security: View of Service in March: <ul style="list-style-type: none"> • Service Improvements / Key Projects / Activities 	Donna Munro
13:00 – 13:40	Service Support	<ul style="list-style-type: none"> • Service Transition • Change • Release • Capacity 	Sarah Bull
13:40 – 14:00	Fault Logging	Proposal for alternative methods of fault logging	Leighton Machin
14:00 – 14:15	CSIP Action Plan	Action plan to address the comments made by POL during the recent CSIP interview	Tony Atkinson
14:15 – 14:30	Scorecard	Proposal for new format quarterly scorecard	Tony Atkinson
14:45 – 15:15	Service Improvement / Innovation		Tony Atkinson / Ladina Brown
15:15 – 15:30	AOB		All