

**NOTIFICATION OF KEY DECISION TO BE TAKEN**

**GENERAL EXCEPTION NOTICE**

<b>DETAILS OF DECISION</b>	
<b>Title of Report</b>	Gateway 3 – Change Request Decision Approval General Dynamics IT Limited - Customer Services Contract
<b>Description/Nature of matter requiring Key Decision</b>	That the Strategic Director of Housing and Community Services formalises the approval of the change request relating to the CSC contract with General Dynamics Information Technology Limited to provide an Avaya call centre specific telephone and quality management system by 1 June 2013.
<b>Decision taker</b>	Strategic Director of Housing and Community Services
<b>Date by which Key Decision must be taken</b>	November 2012
<b>Reason why it was impracticable for decision to be on the Forward Plan</b>	The change request needed to be completed before this decision could be considered. The change request was completed on 15 September and therefore missed the forward plan update in September for a decision in November.
<b>Reason why the decision cannot wait for inclusion in the next Forward Plan</b>	<p>The Avaya Telephone system must be in place by March 2013 so that it is ready for the go live of the in-house contact centre in June 2013.</p> <p>To achieve this, software and hardware must be ordered before the end of November so work can start on implementing and designing the systems.</p> <p>If the work order is not signed in time there is a high risk that systems will not be in place for June 2013 and that the in-house call centre will not be able to run on time resulting in significant extra costs.</p>
<b>ORIGINATING AUTHOR'S DETAILS</b>	
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**Ian Millichap**  
**Proper Constitutional Officer**  
**Dated: 9 November 2012**