




**Member Zone Sounding Board – Meeting 4**  
**Wednesday 28<sup>th</sup> June at 10am by Teams**

**AGENDA**

1	Welcome, introductions, apologies.	Bob
2	Minute of Previous Meeting April 2023 (herewith)	All
3	Review of current Member Zone Request Portal Performance: <ul style="list-style-type: none"> <li>- Request Management Update Briefing (herewith - Bob Miller to lead)</li> <li>- Operational Issues (Members and Officers perspectives)</li> <li>- System Issues (Jamie Robertson to lead)</li> </ul>	Group Discussion
4	Current in Progress and Planned MZ System Developments <ul style="list-style-type: none"> <li>- Current Developments <ul style="list-style-type: none"> <li>• Update on Most Recent Release (herewith Jamie to lead)</li> </ul> </li> <li>- Future Development Programme List and Member Feedback requests: <ul style="list-style-type: none"> <li>• Red, Amber Green visual status in member’s open caseloads</li> <li>• Review of how Planning related enquiries can be better handled.</li> <li>• Copying/attaching of emails</li> </ul> </li> </ul>	Group Discussion
5	Member Zone Information Resources <ul style="list-style-type: none"> <li>- Recent enhancements (Bob Miller to Lead/Demo) <ul style="list-style-type: none"> <li>• New Website – My Council</li> <li>• New Website – My Community</li> <li>• Latest MZ Update Briefings</li> <li>• RIS Resources</li> <li>• Sounding Board Docs</li> </ul> </li> <li>- Wish List?</li> </ul>	 <p>Group Discussion</p>
6	Member Support: <ul style="list-style-type: none"> <li>- Member Services Support (Katie)</li> <li>- Other support or training needs</li> </ul>	Group Discussion
7	AOCB	All
8	Date of Next Meeting – Sept 2023	TBC