

Agenda**MEETING OF THE BSO BOARD**

A meeting of the BSO Board will take place on **Thursday 29 September 2011 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.**

1. Apologies –
2. **Chairman's Business**
3. Minutes of the Meeting held on 25 August 2011 – *Marked A* **For Approval**
4. **Matters Arising from Minutes**
 - (i) Action Sheet Arising from Board Meeting held on 25 August 2011 – *Paper BSO 60/2011 refers – Chief Executive to Report* **For Noting**
5. Director of Finance's Report to the Board for Period Ended 31 August 2011 – *Paper BSO 61/2011 refers – Director of Finance to Report –* **For Approval**
6. Corporate Balanced Scorecard – August 2011 – *Paper BSO 62/2011 refers – Director of Customer Care and Performance to Report* **For Noting**
7. Business Services Transformation Programme (BSTP) – Update – *Paper BSO 63/2011 refers – BSTP Programme Director to Report* **For Noting**
8. Data Centre Shutdown – Update - *Paper BSO 64/2011 refers – Director of Operations to Report* **For Noting**
9. HR & Corporate Services Report (1/411 – 30/6/11) – *Paper BSO 65/2011 refers – Director of HR & Corporate Services to Report* **For Noting**
10. Directorate of HR & Corporate Services – Complaints Report on Quarter 1 Activity 2011 – *Paper BSO 66/2011 – Director of HR & Corporate Services to Report* **For Noting**
11. Any Other Business
12. Date of Next Meeting – *Thursday 27 October 2011 – 2.00 pm – Boardroom, BMC, 12 Hampton Manor Drive, Belfast*