

Agenda**MEETING OF THE BSO BOARD**

A meeting of the BSO Board will take place on **Thursday 27 May 2010 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.**

1. Apologies –
2. **Chairman's Business**
3. Minutes of the Meeting held on 29 April 2010 – *Marked A* **For Approval**
4. Matters Arising from Minutes of Meeting held on 29 April 2010
 - (i) Action Sheet Arising from Board Meeting – *Paper BSO 36/2010 refers – Chief Executive to Report* **For Noting**
5. Final Draft Service Delivery Plan for 2010/2011 – *Paper BSO 37/2010 refers – Director of Customer Care and Performance to Report* **For Approval**
6. Governance Framework for Business Service Transformation Programme (BSTP) – *Paper BSO 38/2010 refers – Chief Executive to Report* **For Noting**
7. Presentation on Customer Survey – *Director of Customer Care and Performance to Report* **For Noting**
8. **Governance and Audit Committee**
 - (i) Minutes of Meeting held on 23 March 2010 – *Paper BSO 39/2010 refers – Chair of GAC to Report* **For Noting**
9. *Any Other Business*
10. Date of Next Meeting – *Tuesday 22 June 2010 – 2.00 pm, Boardroom, BSO HQ* **For Noting**