

MyWiltshire System

Proposed Terms of Reference

To consider and contribute to the development of the My Wiltshire system, focusing on the following themes:

- 1) **Customer experience.**
 - Including awareness by Cllrs and the public.
 - Access and usability.
 - Feedback loops in conjunction with service areas.
- 2) **System scope.**
 - Including the issues being reported.
 - Service Areas covered.
 - Future areas being reported.
- 3) **Development and resourcing.**
 - Current system development.
 - Future requirements.
 - Procure or build a replacement.
- 4) **Councillor interface.**
 - To keep Cllr's informed about reporting.
 - To keep Cllr's informed about platform governance.