

To: Anita Cocchia
Executive Director, ELN

From: e-HLbc Management Committee

Re: Management of the Contract for Service for the e-HLbc

Date: March 23, 2009

The Management Committee has met to set the Admin Centre priorities for 2009/10 recognizing that the Admin Centre provides broad support to the Management and Steering Committees through meetings and activities that contribute to achieving e-HLbc's goals. From these priorities we will then expect to receive from you a plan of execution and reporting dates for the specific priorities that will form the basis of your work in the coming year. Even with this plan in place, we anticipate that there will be times when you will need to consult the Management Committee and when this occurs we will communicate a group decision back to you no matter which member you initially contact. Following the development of a Strategic Plan for e-HLbc, the Management Committee and the Admin Centre will meet to ensure alignment between the Strategic Plan goals and the service priorities.

Continuing within this framework, as purposed in the previous year, the Management Committee will devolve the day-to-day work activities to the Admin Centre. We believe this will continue to provide you with the flexibility to plan, administer, engage and report on the work of the consortia, while at the same time meeting the Management Committee's mandate for providing strategic governance of the project. The Management Committee and Admin Centre will meet annually to discuss outcomes for the project, review priorities and performance indicators.

Greg Rowell, Nancy Levesque
Co-Chairs e-HLbc Management Committee
On behalf of the Management Committee

Service Delivery Priorities

1. Strategic Plan

- Assist the Management Committee in development
- Support the implementation of its resulting activities

2. Licensing

- Maintenance, renewal and administration for existing and new products

3. Membership

- Support the Management Committee to establish a Membership Sub-Committee that will determine the mandate and process to recruit and support new members
- Develop an application form, process, and fee structure for adding new members
- Canvassing and addition of new members

4. e-HLbc Sub-Committees

- Support to and of their activities

5. Infrastructure development and support

6. Help desk service

7. Communications