

Table 1: Strategy + innovations committee decision summary

Document type (I/D/U)	Details	Supporting board paper	Recommended decision & impact	Responsible officer	Priority	Strategy + Innovations Committee decision (Accepted/Rejected)	Next steps
Update (U)	The coronavirus pandemic has affected our service delivery. Over 20% of our clients have churned. We are testing a new on-line delivery approach to gain traction.	Xx/R/11/2020	Use the partnership model instead of the current branch network approach. Read the attached paper to see the impact on our business, if we do not change.	CMO	High	Accepted	Share new approach test results with the board within the next 30 days, with recommended actions.
Informational (I)	Project Customer Retention implementation tracker, status updates on key focus areas	xx/R/11/20	No decision is required. Just read to understand the progress of our project "Customer retention implementation" and challenges thus far. We are winning.	CMO	Low	Accepted Minute xx	Recommended to the Full Board as well to read the paper (assuming the document was availed only to committee members).

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Decision (D)	Implement the actionTEAM GRC software that automates risk management and performance management processes over the current manual approach which is expensive	xx/R/11/20	Automate the risk and strategy implementation processes Financial impact: US \$5,000 one-off, and thereafter US \$500 monthly maintenance support.	CEO	High	Accepted & recommended to the Full board for implementation.	Monthly EXCO committee update on the progress of the implementation
Etc.							