Appendix A - High Level Project Plan

Transformation Timeline	2017												2018						
Red denotes key milestones	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Programme - pre initiation																			
Resources and funding																			
IT Consultancy																			
Convene Transformation Board																			
Convene Transformation Working Group																			
Programme Initiation Document																			
CRM Business Case - financials																			
CRM Go/no go																			
TOM Development																			
Analysis																			
Design																			
TOM Approval																			
Build																			
Implementation																			
IT workstream																			
Procurement																			
Documention - architecture																			
Clickable prototypes																			
CRM Core - including user interface																			
CRM processes/Interfaces(staging)																			
Portals built																			
Portals live																			
People workstream																			
Structures and JDs etc																			
Performance management regime																			
Change management strategy																			
Culture development																			
Multiskilling / skilling up																			
Contact centre/ delivery capacity planning																			
Back office capacity planning																			
Staff Consultation																			
Implement/ appoint																			
Process workstream																			
classsification system																			
process scripts and data																			
SLAs																			
Pis/KPIs																			
CRM config																			
CRM full deployment																			
Data architecture																			
New functions; operating environment																			
Customer Workstream																			
Customer Strategy (including engagement)																			
Customer Insight - current full analysis																			
Co design with residents - web portal																			
Service Standards																			
Deploy case/contact management																			
Customer data gathering initiative																			
Portal launch prep																			
CRT capacity building projects																			