Customer Access Strategy - Milestone Gantt																									
Milestone		_	20	14				2015												2016					
Milestone	Sep	ot C	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	No	ov [Dec	Jan	Feb	Mar	· Ar	or I		
Implement process & system changes to support process re- design for each phase: Phase 1																									
Phase 2																									
Phase 3																									
New web homepage live																									
Improved web search & analytics																									
Procurement of web portal																									
Portal implementation: Phase 1: Key services x4																									
Phases 2-3: Further services x6																									
Phases 4-5: Final services x10																									
Procure new ACD contract																									
Extend use of ACD: Phase 1																									
Phase 2																									
Telephone handling centralised: Phase 1																									
Phase 2																									
Phase 3																									
Number of published numbers reduced from 89 to 40																									
Number of published numbers reduced from 40 to 30																									
Increase self service in Customer Services Centres (North & South): Phase 1																									
Phase 2																									
Reconfigure physical layout of CS Centre at Civic Centre																									

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Vacate Harlesden CS Centre															
New Willesden offer live															
Tell us once: Phase 1															
Phase 2															
Phase 3															

Dependencies shown