

Shared Customer Services Programme Plan v1.3

Project Start Date: Mon 19/07/10

Project Finish Date: Fri 01/04/11

ID	Task_Name	Duration	Start_Date	Finish_Date	Predecessors	Resource_Names	Percent_Complete
1	Milestones	155 days	Mon 21/06/10	Mon 24/01/11			0%
2	JMT approve business case for shared Service	0 days	Mon 21/06/10	Mon 21/06/10			100%
3	Decision of level of Citrix Integration (i.e. fat vs. thin client)	0 days	Fri 27/08/10	Fri 27/08/10			0%
4	Decision on Wiki vs. website as a staff information resource	0 days	Fri 27/08/10	Fri 27/08/10			0%
5	Publish proposed new establishment	0 days	Wed 01/09/10	Wed 01/09/10			0%
6	Staff Consultation Period begins	0 days	Tue 21/09/10	Tue 21/09/10			0%
7	Make Decision on future of Lagan	0 days	Mon 01/11/10	Mon 01/11/10	18		0%
8	Staff Consultation Period ends	0 days	Mon 18/10/10	Mon 18/10/10			0%
9	Accommodation ready for CST	0 days	Fri 24/12/10	Fri 24/12/10			0%
10	Telephony Testing Completed	0 days	Fri 17/12/10	Fri 17/12/10			0%
11	Go Live Date for Shared Service	0 days	Mon 24/01/11	Mon 24/01/11			0%
12							
13	ICT-Specific Tasks	116 days	Mon 19/07/10	Mon 27/12/10			0%
14	Identify system access requirements for shared CST staff	15 days	Mon 19/07/10	Fri 06/08/10		Paul Burgess	0%
15	Licence Audit	25 days	Mon 09/08/10	Fri 10/09/10	14	Paul Burgess	0%
16	Negotiate/ procure licences with WDBC software suppliers	20 days	Mon 13/09/10	Fri 08/10/10	15	Paul Burgess	0%
17	Visit to East Devon/Exeter to view	46 days	Mon 19/07/10	Mon 20/09/10		Darren Cole[25%],Dan	0%

	Lagan usage					Butler[25%],Pauleen Blampied[25%],Roger Marsden[25%]	
18	Suitable replacements for Lagan functionality sourced and priced	30 days	Tue 21/09/10	Mon 01/11/10	17	Pauleen Blampied	0%
19	Lagan system reconfigured/alternative software procured/installed	40 days	Tue 02/11/10	Mon 27/12/10	7	Pauleen Blampied	0%
20	Set up Citrix solution at both sites	35 days	Fri 27/08/10	Thu 14/10/10	3	Paul Burgess[50%],Pauleen Blampied[50%]	0%
21	Test access to systems over Citrix	30 days	Fri 15/10/10	Thu 25/11/10	20	Paul Burgess[50%],Pauleen Blampied[50%]	0%
22	Decision on Outlook integration for SHDC/WDBC & work completed	80 days	Mon 19/07/10	Fri 05/11/10		Paul Burgess[50%],Pauleen Blampied[50%]	0%
23							
24	Telephony Tasks	135 days	Mon 19/07/10	Fri 21/01/11			0%
25	Procure additional Alcatel Licences	20 days	Mon 04/10/10	Fri 29/10/10		Pauleen Blampied	0%
26	Procure additional handsets/headsets	20 days	Mon 04/10/10	Fri 29/10/10		Pauleen Blampied	0%
27	Install new head/handsets	5 days	Mon 06/12/10	Fri 10/12/10		Pauleen Blampied	0%
28	Out-of-hours provision at SHDC and WDBC review	40 days	Mon 19/07/10	Fri 10/09/10		Tracy Winsler, Darren Cole	0%
29	Decision on future of Symposium software at WDBC	60 days	Mon 19/07/10	Fri 08/10/10		Paul Burgess	0%
30	Telephony gateway installation at WDBC	30 days	Mon 19/07/10	Fri 27/08/10		Paul Burgess	0%
31	Design CC flowcharts/voice guides to accommodate WDBC calls	35 days	Mon 04/10/10	Fri 19/11/10		Darren Cole[33%],Roger Marsden[33%],Shane Carpenter[34%]	0%
32	Create new queues/ record voice guides on Alcatel system	25 days	Mon 22/11/10	Fri 24/12/10	31	Darren Cole[33%],Roger Marsden[33%],Shane Carpenter[34%]	0%
33	Testing of new queues/voice guides	15 days	Mon 27/12/10	Fri 14/01/11	32	Darren Cole[33%],Roger Marsden[33%],Shane Carpenter[34%]	0%

34	Telephony Transfer Test	5 days	Mon 17/01/11	Fri 21/01/11	33	Paul Burgess[50%],Pauleen Blampied[50%]	0%
35	Write Business Continuity plan and obtain JMT approval	95 days	Mon 19/07/10	Fri 26/11/10		Tracy Winser	0%
36							
37	Accommodation Tasks	125 days	Mon 02/08/10	Fri 21/01/11			0%
38	CST accommodation review	40 days	Mon 02/08/10	Fri 24/09/10		Tracy Winser	0%
39	Accommodation alterations carried out	65 days	Mon 27/09/10	Fri 24/12/10	38	HQ Management	0%
40	Desks relocated to CST	15 days	Mon 03/01/11	Fri 21/01/11	39	Dan Butler	0%
41	Additional PC's moved into the CST for relocating staff	15 days	Mon 03/01/11	Fri 21/01/11	39	Shane Carpenter	0%
42							
43	Training Tasks	185 days	Mon 19/07/10	Fri 01/04/11			0%
44	Data collection & analysis of call volumes for WDBC	55 days	Mon 19/07/10	Fri 01/10/10		Darren Cole	0%
45	Data collection & analysis of counter callers for WDBC	55 days	Mon 19/07/10	Fri 01/10/10		Darren Cole	0%
46	Decision on structure of CST team and how skills will be divided	30 days	Mon 19/07/10	Fri 27/08/10		Darren Cole	0%
47	Develop Skills matrices for the new CST staff structure	30 days	Mon 19/07/10	Fri 27/08/10		Darren Cole	0%
48	Knowledge capture workshops with WDBC & SHDC staff	25 days	Mon 30/08/10	Fri 01/10/10	47	Darren Cole	0%
49	Produce flowcharts for all WDBC call types	25 days	Mon 04/10/10	Fri 05/11/10	48	Darren Cole	0%
50	Discuss data collection arrangements with Heads of Service	20 days	Mon 30/08/10	Fri 24/09/10	46	Darren Cole	0%
51	Develop Wiki for WDBC or incorporate Wiki info into SHDC	70 days	Fri 27/08/10	Thu 02/12/10	4	Darren Cole[40%],Pauleen Blampied[20%],Dan Butler[40%]	0%

	website						
52	Design training packages	35 days	Mon 08/11/10	Fri 24/12/10	49	New Training Manager	0%
53	Identify training resources	35 days	Mon 08/11/10	Fri 24/12/10	49	New Training Manager	0%
54	Create training material	35 days	Mon 08/11/10	Fri 24/12/10	49	New Training Manager	0%
55	Hold training sessions	15 days	Mon 03/01/11	Fri 21/01/11	54	New Training Manager	0%
56	receive feedback and sign off on training	15 days	Mon 03/01/11	Fri 21/01/11	54	New Training Manager	0%
57	identify areas of weakness following go-live	20 days	Mon 24/01/11	Fri 18/02/11	55	New Training Manager	0%
58	Hold refresher sessions for affected staff	30 days	Mon 21/02/11	Fri 01/04/11	57	New Training Manager	0%
59							
60	Staff Issues	111 days	Mon 19/07/10	Mon 20/12/10			0%
61	Ring fencing letters issued to SHDC staff	15 days	Tue 21/09/10	Mon 11/10/10	6	Tracy Winser	0%
62	Ring fencing letters issued to WDBC staff	15 days	Tue 21/09/10	Mon 11/10/10	6	Tracy Winser	0%
63	Create new job descriptions and person specifications	30 days	Tue 10/08/10	Tue 21/09/10	6SF	Tracy Winser	0%
64	Job Evaluate new posts	40 days	Tue 21/09/10	Mon 15/11/10	63	Tracy Winser	0%
65	Advertise new posts internally	10 days	Tue 16/11/10	Mon 29/11/10	64	Tracy Winser	0%
66	Interview candidates	10 days	Tue 30/11/10	Mon 13/12/10	65	Tracy Winser	0%
67	Appoint staff into new roles	5 days	Tue 14/12/10	Mon 20/12/10	66	Tracy Winser	0%
68	Discuss Role of DB Officer with Land Charges & decide on it's future	30 days	Mon 19/07/10	Fri 27/08/10		Tracy Winser	0%
69	Resolve Revenue back office functions role(s)	30 days	Mon 19/07/10	Fri 27/08/10		Tracy Winser	0%
70							
71	Management Issues	30 days	Mon 19/07/10	Fri 27/08/10			44%

72	Approval of new structure by CSMT	10 days	Mon 19/07/10	Fri 30/07/10		Tracy Winser	100%
73	Job descriptions and person specifications written for new roles	10 days	Mon 19/07/10	Fri 30/07/10		Tracy Winser	100%
74	Job Evaluate new posts	5 days	Mon 02/08/10	Fri 06/08/10	73	Tracy Winser	0%
75	Ring fencing letters issued to affected Team Leaders	5 days	Mon 09/08/10	Fri 13/08/10	74	Tracy Winser	0%
76	Identify single-natural-candidates and appoint staff into post	5 days	Mon 09/08/10	Fri 13/08/10	74	Tracy Winser	0%
77	Interview candidates	5 days	Mon 16/08/10	Fri 20/08/10	76	Tracy Winser	0%
78	Appoint staff into new roles	5 days	Mon 23/08/10	Fri 27/08/10	77	Tracy Winser	0%
79							
80	Communication tasks	161 days	Mon 19/07/10	Mon 28/02/11			6%
81	Plan Sponsoring group meetings	20 days	Mon 19/07/10	Fri 13/08/10		Tracy Winser	0%
82	Unison meeting to seek approval to speak to staff	1 day	Mon 19/07/10	Mon 19/07/10		Tracy Winser	100%
83	Hold staff briefing sessions	10 days	Mon 19/07/10	Fri 30/07/10		Tracy Winser	100%
84	Arrange 'open door' sessions with staff during consultation period	25 days	Tue 21/09/10	Mon 25/10/10	6,8SF	Tracy Winser[60%],CS Managers[30%],CS Team Leaders[10%]	0%
85	Design shared service newsletter and distribute regularly	90 days	Tue 26/10/10	Mon 28/02/11	84	Tracy Winser	0%
86	Liaise with PR to produce press release	15 days	Mon 24/01/11	Fri 11/02/11	11	Tracy Winser	0%
87	Liaise with PR to create article for member bulletin at SHDC & WDBC	15 days	Mon 24/01/11	Fri 11/02/11	11	Tracy Winser	0%
88	Liaise with PR to create articles for S Hams & W Devon Magazines	15 days	Mon 24/01/11	Fri 11/02/11	11	Tracy Winser	0%