

Implementation Deliverables

Phase 3 Implementation (January 2020 - Go Live July 2020 - Sept 2020)

Version: 4

Date: 20/05/2019



KEY MILESTONES	DELIVERABLES	EXTERNALCOSTS	ADDITIONAL NOTES
Review and Mobilisation of all Third Party procured workstreams	<ul style="list-style-type: none"> Review HR and Resources Strategy and Implementation Scope Review Target Operating Model and Operational Readiness Review of Communications Plan Other Partnering Workstreams 		
Project Management	<ul style="list-style-type: none"> Project Planning/Deliverables/Milestones Programme Design QA of deliverables Risks/Issues/Mitigation (RAID) Exception Reporting Dependencies and Action Log Governance Meetings Presentations/Stakeholder Meetings Presentation Project management of 3rd party suppliers Review and sign off - Draft Implementation plan Lessons Learnt 		
PMO	<ul style="list-style-type: none"> Operative Programme Assistance Programme Coordination Ensuring PM standards and quality is maintained across project 		
Stakeholder Engagement and Management	<ul style="list-style-type: none"> Ongoing internal / external stakeholder Public Affairs Plan (Outsourced) Oversight of public affairs implementation Ongoing discussions with MHCLG Oversight of Stakeholder Meetings run by IT 3rd Party Supplier 		
Governance	<ul style="list-style-type: none"> Administration of monthly Governance Board meetings Preparation for and attendance at Bi weekly meetings with key person(s) 		
	<ul style="list-style-type: none"> Identify business requirements Formulate Demand model/Capacity Model Data Security and Protections Application Environment Set Up Soak or penetration testing Integration testing 	IT Design/Management and implementation potentially will be an externally procured service on the basis of Enfield still currently reviewing the existing IT systems	This will include other areas of support in terms of BA support if needed

Design/Management and Implementation of IT workstream	User experience mapping and optimisation		
	Licence application development (big process - needs further breakdown)		
	User Acceptance Testing		
	1. Roles and Responsibilities		
	2. Scope of Testing		
	3. Bug Tracking System (e.g. Sifter)		
	4. UAT Acceptance Criteria		
Target Operating Model and Operational Readiness	5. Test Scripts		
	Application Readiness/verification		
	Production Communication		
	Go Live		
	Post Implementation		
	1. Monitoring		
	2. User Guide/Technical Documentation		
	3. Post Implementation Review		
Formulation and Implementation of all Operational Processes and procedures (Including method statements)	4. Lessons Learnt		
	Target operating model		
	Change management/Mobilisation Plan		
	Enlist Champions and Establish Weekly Goals		
	Staffing/Recruitment Structure		
	Communications Plan and Process		
	Licence Application Processing and Payments process		
	Referrals/Refusals/Appeals process		
Design, Management and Implementation of Communications and Marketing workstream	Enquiries and Complaints procedures		
	Compliance and Audit		
	Customer Service Standards		
	Customer Management/CRM		
	Enforcement, compliance and Audit protocol		
	Performance Framework (QA)		
	Handover Pack and Documentation		
	Training and Coaching		
Design, Management and Implementation of HR and Training Workstreams	Partnerships/Outsourced relations		
	Strategic Marketing and Communications Plan		
	Assess current internal resource capacity and capability		
	Target Market Personas		
	Review Budget		
	Implement and Review Plan		
	Review and revise FAQs		
	Current Capacity and Competency Assessment		
	Review Current Tools and Methods of Recruitment and Training		
	HR Strategic Plan		
	Review financial implications of HR plan		
	Formulate and Implement Recruitment Strategy (incl JDs, office space, IT)		
	Internal Training Programme		
	Partner Training Schemes (Universities, 3rd party companies)		

Documentation of Next Steps Post Implementation

End of project (improvement) report (John Yard)
Post Go Live Review

