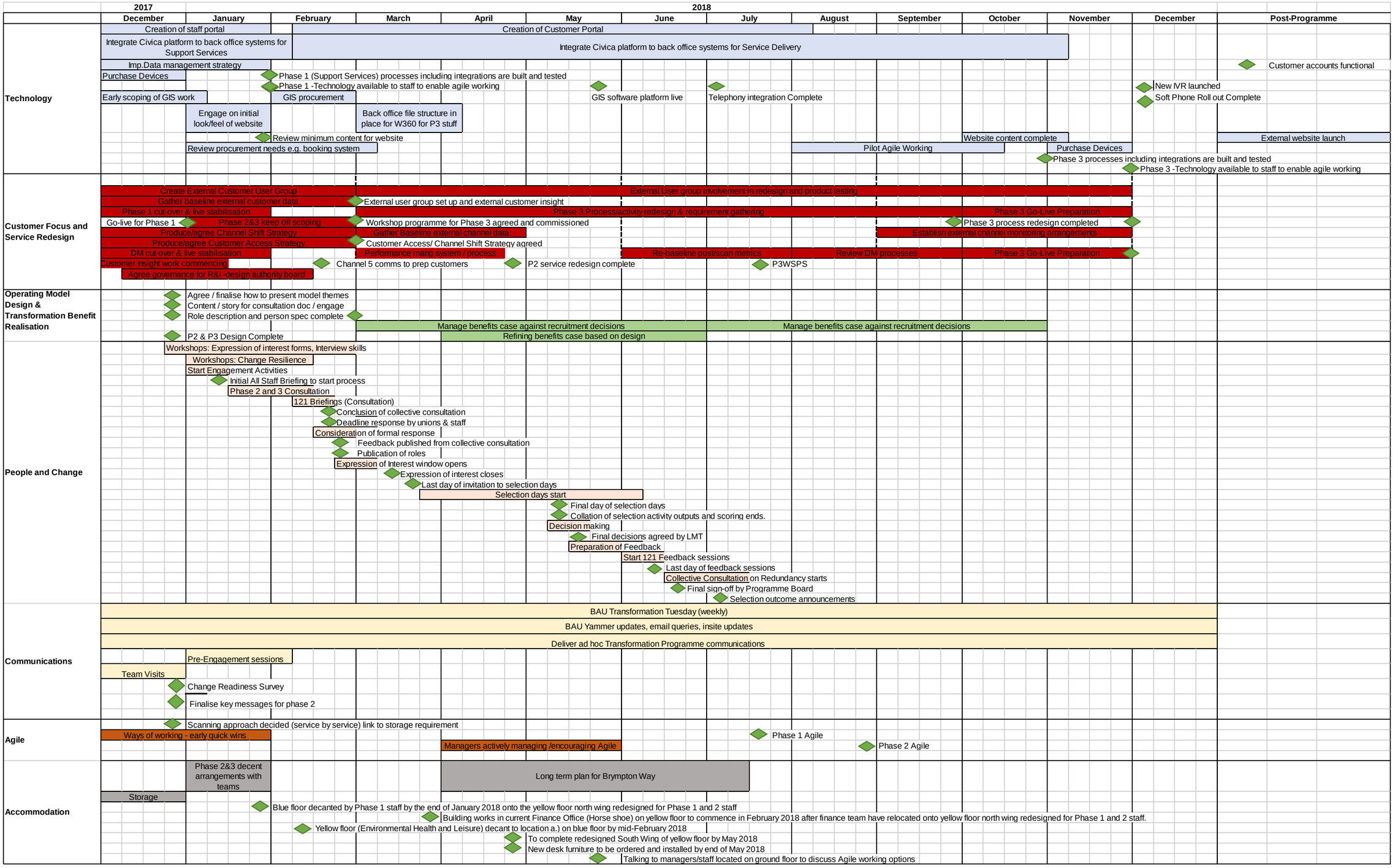
2017
2018
December
January
February
March
April
May
June
July
August
September
October
November
December
Post-Programme
Technology
Creation of staff portal
Creation of Customer Portal
Integrate Civica platform to back office systems for Support Services
Integrate Civica platform to back office systems for Service Delivery
Imp.Data management strategy
Customer accounts functional
Purchase Devices
Phase 1 (Support Services) processes including integrations are built and tested
Phase 1 -Technology available to staff to enable agile working
New IVR launched
Early scoping of GIS work
GIS procurement
GIS software platform live
Telephony integration Complete
Soft Phone Roll out Complete
Engage on initial look/feel of website
Back office file structure in place for W360 for P3 stuff
Review minimum content for website
Website content complete
External website launch
Review procurement needs e.g. booking system
Pilot Agile Working
Purchase Devices
Phase 3 processes including integrations are built and tested
Phase 3 -Technology available to staff to enable agile working
Customer Focus and Service Redesign
Create External Customer User Group
External User group involvement in redesign and product testing
Gather baseline external customer data
External user group set up and external customer insight
Phase 1 cut-over & live stabilisation
Phase 3 Process/activity redesign & requirement gathering
Phase 3 Go-Live Preparation
Go-live for Phase 1
Phase 2&3 keep off scoping
Workshop programme for Phase 3 agreed and commissioned
Phase 3 process redesign completed
Produce/agree Channel Shift Strategy
Gather Baseline external channel data
Establish external channel monitoring arrangements
Produce/agree Customer Access Strategy
Customer Access/ Channel Shift Strategy agreed
DM cut-over & live stabilisation
Performance mang system / process
Re-baseline post/scan metrics
Review DM processes
Phase 3 Go-Live Preparation
Customer Insight work commencing
Channel 5 comms to prep customers
P2 service redesign complete
P3WSPS
Agree governance for R&I -design authority board
Operating Model Design & Transformation Benefit Realisation
Agree / finalise how to present model themes
Content / story for consultation doc / engage
Role description and person spec complete
Manage benefits case against recruitment decisions
Manage benefits case against recruitment decisions
P2 & P3 Design Complete
Refining benefits case based on design
People and Change
Workshops: Expression of interest forms, Interview skills
Workshops: Change Resilience
Start Engagement Activities
Initial All Staff Briefing to start process
Phase 2 and 3 Consultation
121 Briefings (Consultation)
Conclusion of collective consultation
Deadline response by unions & staff
Consideration of formal response
Feedback published from collective consultation
Publication of roles
Expression of Interest window opens
Expression of interest closes
Last day of invitation to selection days
Selection days start
Final day of selection days
Collation of selection activity outputs and scoring ends.
Decision making
Final decisions agreed by LMT
Preparation of Feedback
Start 121 Feedback sessions
Last day of feedback sessions
Collective Consultation on Redundancy starts
Final sign-off by Programme Board
Selection outcome announcements
Communications
BAU Transformation Tuesday (weekly)
BAU Yammer updates, email queries, insite updates
Deliver ad hoc Transformation Programme communications
Pre-Engagement sessions
Team Visits
Change Readiness Survey
Finalise key messages for phase 2
Agile
Scanning approach decided (service by service) link to storage requirement
Ways of working - early quick wins
Phase 1 Agile
Managers actively managing /encouraging Agile
Phase 2 Agile
Accommodation
Phase 2&3 decent arrangements with teams
Long term plan for Brympton Way
Storage
Blue floor decanted by Phase 1 staff by the end of January 2018 onto the yellow floor north wing redesigned for Phase 1 and 2 staff
Building works in current Finance Office (Horse shoe) on yellow floor to commence in February 2018 after finance team have relocated onto yellow floor north wing redesigned for Phase 1 and 2 staff.
Yellow floor (Environmental Health and Leisure) decant to location a.) on blue floor by mid-February 2018
To complete redesigned South Wing of yellow floor by May 2018
New desk furniture to be ordered and installed by end of May 2018
Talking to managers/staff located on ground floor to discuss Agile working options