Slough Partnership 18 month Service
Improvement Plan - Programme Update 29/08/14

1. Programme overview

Ref.	Project	Notes
P1.1	Capita Academy – Implementation of customer self service modules	Baseline Planning In-Progress expected to complete by Q3 – Due Date and RAG Status to be set once the planning is complete
P1.2 & P1.3	Payment Kiosks and Civica Distribution Module	Baseline Planning In-Progress expected to complete by Q3 – Due Date and RAG Status to be set once the planning is complete
P1.6	Digital Mailroom & Back Scanning	Arvato PM assigned – 28th July 14 Requirements meeting with Civica, SBC & arvato scheduled. Due date and RAG Status to be set once the planning is complete.
P1.9	Paperless Direct Debit	Project has gone live in back office - initial monitoring before full roll out
P1.10	Core Capita Academy module implementation	Baseline Planning In-Progress expected to complete by Q3. Due Date and RAG Status to be set once the planning is complete.
P1.11	Win 7 Upgrade	Solution Design Meeting with Solution Provider Scheduled. Project Manager Assigned 29/07/14

2. Programme overview

Ref.	Project	Notes
P2.1	Thin Client Environment	Lakeside Report process in-progress and results currently being reviewed. Arvato Internal Solution Design in-progress Planning Meeting held with CETUS – 17/07/14 PID (Project Initiation Document) – In-Progress
P2.2	Virtual Wintel Environment	Draft Technical Solution Document In Progress Solution Design Meeting with Solution Provider scheduled Baseline Planning In-Progress expected to complete by Q3
P2.3	Back-up Environment	Draft Technical Solution Document In Progress Solution Design Meeting with Solution Provider scheduled Baseline Planning In-Progress expected to complete by Q3
P2.4	Availability and Capacity Monitoring	Draft Technical Solution Document In Progress Solution Design Meeting with Solution Provider scheduled Baseline Planning In-Progress expected to complete by Q3
P2.5/ P2.19	Storage Project	Draft Technical Solution Document In Progress Solution Design Meeting with Solution Provider scheduled Baseline Planning In-Progress expected to complete by Q3
P2.6	Business Continuity and Disaster Recovery project	Draft Technical Solution Document In Progress Solution Design Meeting with Solution Provider scheduled Baseline Planning In-Progress expected to complete by Q3

2. Programme overview

Ref.	Project	Notes
P2.23	Interim Nimble	Nimble Go Live – 14/07/14 Complete
P2.24	W1 to W2	Civica Project Plan, Quote and Technical Solution Document submitted to SBC – 02/07/14 Arvato PM Assigned – 28/07/14 Capita & Arvato Quotes Submitted 01/08/14 Project Plan & RAID Log – in-progress, Go Live Date and RAG Status will be set once the plan is complete.
P2.8	Contract Novation project	Progress meeting held with SBC. Monthly progress meetings now set up and arvato commercial resources engaged in review process.
P2.25	ICT Exit Plan	Resource Assigned and Baseline Planning In-Progress expected to complete by Q3. Due Date and RAG Status to be set once the planning is complete
P2.18	Review of mobile working/ remote access provisions	Baseline Planning In-Progress expected to complete by Q3. Due Date and RAG Status to be set once the planning is complete
P2.20	Introduce Wireless networking (WiFi) in Council buildings including the Curve & LMP	Solution Design Meeting with solution Provider scheduled. Arvato PM assigned 04/08/14. Due Date and RAG Status to be set once planning is complete.

3. Additional pieces of work

Project	Notes
PSN Return	PSN Health Check – In Progress
Business continuity for arvato SBC operations	Resource assigned and Baseline Planning In-Progress expected to complete by 29/09/14. Due Date and RAG Status to be set once the planning is complete
PSN on-boarding	Technical Work In-Progress
Desk top replacement 3 year plan	Baseline Planning In-Progress expected to complete by Q3
Housing Insight P1(e) July return AF32830E1	Insight BI Reporting Tool installation complete P1 e report submission complete
Office Moves WR74431 and St Martins Place	June Moves Complete July Moves Complete
The Curve	IT Project Management meeting with SBC complete 29/07/14 CCTV & Security Workshop Complete with SBC, Morgan Sindall 24/07/14 Assign Arvato PM 04/08/14 Meeting with WiFi solution Provider scheduled
Accommodation Strategy	Weekly Meetings with CF Roberts and SBC In-Progress Assign Arvato PM 04/08/14 Meeting with WiFi solution Provider scheduled