

				LONDON	BOROUGH OF BAF	RNET: N	SCSO DRAFT TRA	NSITION PROGRAMME PL	LAN				APPENDIX 1
ID 6	Task Name	Duration	Start	Finish Predecessors		Qt	1, 2013	Qtr 2, 2013		Qtr 3, 2013	Qtr 4, 2013		Qtr 1, 2014
98	Support Council in establishment of Client Function	19 days	Wed 02/01/13	Mon 28/01/13 6	Nov Dec		Jan Feb	Mar Apr	May Jun	Jul A	ig Sep Oct	Nov Dec	Jan
99	Confirm appointment of Capita NSCSO senior executive team	1 day		Thu 17/01/13 10			Capita						
100	Workforce Transition (Commitment T2-12)	76 days											
101	Create Workforce Mobilisation Plan	9 days		Fri 28/12/12 3FS+1 day		Cap	ita						
102	Produce consultation plan, covering messages, meetings dates, locations	9 days	Fri 14/12/12	Fri 28/12/12 3FS+1 day		LBE	/Capita						
103	Present Workforce Mobilisation and Consultation Plans to Council / other employing	2 days	Wed 02/01/13	Thu 03/01/13 4,102			Capita						
104	organisations for sign off at joint HR Meeting Set up meetings with staff and unions for 2013	1 day	Fri 04/01/13	Fri 04/01/13 103			LBB/Capita						
105	Create, revise and issue TUPE List (provisional staff list)			Wed 27/03/13 4FS+1 day		+	про/Саріта						
106	Hold HR Discovery meetings to sign off approach for comms to staff	2 days		Mon 07/01/13 103			LBB/Capita						
107	Make request for CRB checks on all inscope staff			Wed 16/01/13 9		1	Capita						
108	Prepare to process all CRB verification Audits in line with Council policy and procedures			Fri 22/03/13 298FS-21 days				Capita					
	ensuring that the Council meets its Safeguarding obligations as per Schedule 4 (Commitment T3-102)	•		,									
109	Create Final TUPE List	5 davs	Wed 27/03/13	Thu 04/04/13 21FS-5 days									
110	Engage LBB Change Group & Ofc Svcs focus group re approach	62 days		Wed 03/04/13 103				LBB/Capita					
111	Establish Q&A process - Set up dedicated email addresses for staff Q&A's	5 days		Mon 14/01/13 106			Capita						
112	Ongoing weekly "touch point" conference calls / meetings			Thu 04/04/13 101				Capita					
113	Initial meeting with unions			Mon 07/01/13 114SS-2 days,103			LBB/Capita						
114	Hold Capita Intro presentations (incl. Location Strategy) for all staff at each key location		Wed 09/01/13	Fri 11/01/13 6			Canita						
115	Issue Staff Bulletin no. 1	•		Wed 16/01/13 114FS+2 days			- Capita						
116	Monitor email Q&A's and publish responses weekly for staff		Mon 14/01/13	Thu 04/04/13 114				LBB/Capita					
117	Undertake TUPE consultation process	•		Thu 04/04/13 7			+	Capita					
118	Issue staff updates following TUPE consultation meetings	-		Thu 04/04/13 114				Capita					
119	Arrange and hold "Ask Capita" Drop In sessions / 1-2-1s as required at key locations			Thu 04/04/13 114				Gapita					
120	Hold regular meetings with each service team pre STD			Thu 04/04/13 8FS+5 days				Gapita					
121	Information on temporary workers to be provided to Capita Internal Resourcing	63 days		Thu 04/04/13 103				I RR					
122	Issue Staff Bulletin no. 2			Thu 14/02/13 115FS+20 days			Car	ita					
123	Hold T's & C's benefits presentations		Mon 04/02/13					Capita					
124	Ensure that all Eligible Employees who have opted out of membership of LGS Pensions		Mon 11/02/13					Capita					
	scheme are automatically enrolled into a qualifying pension scheme (Commitment T2-30)	•											
125	Team Managers "Meet & Greet"	32 days	Mon 14/01/13	Tue 26/02/13 103FS+6 days				Capita					
126	Create, print and distribute Day 1 orientation packs for staff		Wed 13/03/13	·				Capita					
127	Prepare E-induction for staff (Capita desktop etc)			Tue 26/03/13 21FS-15 days				Capita					
128	Prepare and distribute verification of T's & C's statements		Mon 04/03/13	·				Capita					
129	IT	100 days		Thu 04/04/13									
130	Place order for, and take delivery of new WAN links and upgrades	90 days						-Capita					
131	Establish Data Centre internet connection to facilitate DC builds and BPO installs	18 days	Thu 13/12/12	Thu 10/01/13 3			Capita						
132	Establish inter-site connectivity between primary & secondary Data Centres, to allow early	28 days	Wed 02/01/13	Fri 08/02/13 4FS+1 day			Capita						
133	config of both sites  Build Data Centre ready to host Barnet systems	43 days	Mon 31/12/12	Thu 28/02/13 4									
134	Data Centre successfully connected to Barnet WAN			Wed 20/03/13 130				Capita					
135	Undertake check for Malicious software on Barnet network			Thu 17/01/13 10			Tanita	20/03					
136	Operational			Thu 04/04/13 6			Сарна						
137	Complete Discovery on all Transferring Services		Wed 02/01/13					Capita					
138	LBB provide performance reports (as per Schedule 2) on metrics & assumptions	40 days		Fri 15/03/13 8			<del>                                      </del>	I I I I I I I I I I I I I I I I I I I					
	underpinning contracted SLAs ans KPIs												
139	Identify/ specify operational MI reporting requirements			Thu 31/01/13 6			LBB/Capita						
140	Sign-off operational MI reporting requirements	5 days		Thu 07/02/13 139			LBB/Ca	oita					
141	Develop/test new MI reports	30 days		Thu 21/03/13 140									
142	Business Continuity / Disaster Recovery		Mon 14/01/13										
143	Develop/agree Stage 1 BC/DR Plan for immediate Barnet Mission Critical Services	25 days	Mon 14/01/13	Fri 15/02/13			LB	B/Capita					
144	Completion of Mobilisation period	,	Thu 04/04/13										
145	Governance & Contract Management		Mon 07/01/13										
146	Establish Strategic Partnership Board		Mon 07/01/13										
147	Confirm Strategic Partnership Management Appointments	-	Mon 07/01/13				LBB/Capita						
148	Commence regular Strategic Partnership Board meetings			Mon 21/01/13 147FS+5 days			LBB/Capita						
149	Sign Off full contract Governance Framework	10 days		Mon 04/02/13 148			LBB/Capi						
150	Create TORs for all Governance Boards			Mon 11/02/13 148			LBB/						
151	Sign off TORs	1 day		Tue 12/02/13 150			LBB						
152	Establish Partnership Operations Board (Set up ToR, attendees, agenda, meeting dates and reporting)			Thu 04/04/13 21FS-41 days				LIBB/Capita					
153	Governance Framework established	0 days	Mon 04/02/13	Mon 04/02/13 149			04/02						
154	Baseline existing operation (across services)	46 days		Wed 20/02/13 3	L	.	<del></del>						
155	Prepare approach and tools for baselining	20 days		Tue 15/01/13 3FS+1 day			<u> </u>						
156	Establish volumes, KPIs, SLAs and nature of Work In Progress	-		Tue 05/02/13 155									
157	Establish target completion dates			Tue 05/02/13 155									
158	Establish priority of WIP			Tue 05/02/13 155									
159	Identify any SLA expectations of WIP			Tue 12/02/13 158									
160	Consider Data Protection implications			Thu 14/02/13 159									
161	Produce Baseline analysis and report for all KPIs (Commitment T2-9)	4 days		Wed 20/02/13 160									
162	Service Workstreams			Fri 05/04/13 2									
163	Customer Services			Thu 04/04/13 3									
164	Undertake Discovery			Thu 04/04/13 6				<b>Capita</b>					
165	Appoint / establish Contact Centre Manager in Barnet			Tue 12/02/13 4FS+1 day			Capi						
166	Develop/ agree knowledge transfer plan			Tue 05/02/13 9			LBB/¢ap						
167	Identify/ make arrangements with Capita site to locate Out of Hours phone support	10 days	Wed 13/02/13	Tue 26/02/13 165				Capita					
Designer T	itian Drawana Patai D										A	П	
Project: Trans Date: Wed 24	ition Programme Detail P Task Split	Е	Progress	Milestone	<b>♦</b>	Summary		Project Summary	External Tasks	External Milestone	Deadline	$\hat{\Box}$	
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ID 100 Task N		Duration Start Finish Predecessors	Qtr 1, 2013   Qtr 2, 2013     Nov   Dec   Jan   Feb   Mar   Apr   May	Qtr 3, 2013   Qtr 4, 2013   Jun   Jul   Auq   Sep   Oct   Nov	Qtr 1, 2014   V   Dec   Jan
168	Train staff for Out of Hours service delivery	10 days Wed 20/03/13 Thu 04/04/13 167,21FS-10 days	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐		
169	Prepare to achieve First Contact Resolution Rates resolution of 40% as per Schedule 4 from STD (commitment T3-28)	20 days   Wed 06/03/13   Thu 04/04/13   21FS-20 days			
170	Revenue & Benefits	65 days Wed 02/01/13 Thu 04/04/13 6			
171	Undertake Discovery	65 days Wed 02/01/13 Thu 04/04/13	Capita		
172	Provide dedicated Head of Revenues & Benefits	65 days Wed 02/01/13 Thu 04/04/13	- Capita		
173 174	Assign Capita managers to work alongside in scope managers pre STD	55 days Wed 16/01/13 Thu 04/04/13 9	Gapita		
175	Develop/ agree knowledge transfer plan  Prepare for processing New Benefits Claims in 15 days from STD as per Schedule 4,	15 days Wed 16/01/13 Tue 05/02/13 9 20 days Wed 06/03/13 Thu 04/04/13 21FS-20 days	LBB/¢apita		
	Performance and Pricing (Commitment T3-54)				
176	Undertake Knowledge transfer-	35 days Wed 02/01/13 Tue 19/02/13			
177	Review existing processes & documents to support training	20 days Wed 02/01/13 Tue 29/01/13			
178 179	Observe current operational and training practices	20 days Wed 02/01/13 Tue 29/01/13			
180	Identify gaps/single points of failure, and put in place appropriate contingency me	30 days Wed 09/01/13 Tue 19/02/13 177SS+5 days,178 3 days Wed 02/01/13 Fri 04/01/13			
181	Establish IT links between Barnet and Capita Blackburn and Bromley offices  IT Systems Review	38 days Wed 02/01/13 Tue 02/04/13	Capita		
182	CTAX System	9 days Wed 06/02/13 Mon 18/02/13			
183	Review system parameters	2 days Wed 06/02/13 Thu 07/02/13 174			
184	Review batch scheduling	2 days Fri 08/02/13 Mon 11/02/13 183			
185	Review management information extracts	4 days Tue 12/02/13 Fri 15/02/13 184			
186	Confirm additional modules used	1 day Mon 18/02/13 Mon 18/02/13 185			
187	Benefits System	9 days Tue 19/02/13 Fri 01/03/13			
188	Review system parameters	2 days Tue 19/02/13 Wed 20/02/13 186			
189	Review batch scheduling	2 days Thu 21/02/13 Fri 22/02/13 188			
190	Review management information extracts	4 days Mon 25/02/13 Thu 28/02/13 189			
191	Confirm additional modules used	1 day Fri 01/03/13 Fri 01/03/13 190			
192	NNDR System	14 days Mon 04/03/13 Thu 21/03/13			
193	Review system parameters	2 days Mon 04/03/13 Tue 05/03/13 191			
194 195	Review batch scheduling	2 days Wed 06/03/13 Thu 07/03/13 193			
195 196	Review management information extracts	4 days Fri 08/03/13 Wed 13/03/13 194			
197	Confirm additional modules used  Review system for billing and collecting on BIDS	1 day Thu 14/03/13 Thu 14/03/13 195 5 days Fri 15/03/13 Thu 21/03/13 196			
198	Comino EDM System	6 days Fri 22/03/13 Tue 02/04/13			
199	Review system parameters	2 days Fri 22/03/13 Mon 25/03/13 197			
200	Review management information extracts	4 days Tue 26/03/13 Tue 02/04/13 199			
201	In-Flight Projects and Annual Billing	54 days Wed 02/01/13 Mon 18/03/13			
202	Monitor Implementation of CTS Scheme	54 days Wed 02/01/13 Mon 18/03/13			
203	Verify Annual Billing Project on-track	54 days Wed 02/01/13 Mon 18/03/13			
204	Monitor implementation of Social Sector Rent Restrictions	54 days Wed 02/01/13 Mon 18/03/13			
205	Finance	65 days Wed 02/01/13 Thu 04/04/13 6	<del>▎</del> <del>▓▘▎▀▍▀▍▀▍▀▍▀▍▀▍▀▍▀▍▘</del> ▘▘▘		
206	Undertake Discovery	65 days Wed 02/01/13 Thu 04/04/13			
207	Set up Financial Governance structure	40 days Thu 03/01/13 Wed 27/02/13			
208	Mobilise staff in readiness for STD	65 days Wed 02/01/13 Thu 04/04/13			
209	Develop BC and DR capability for introduction post STD  Achieve blended Customer Satisfaction level of 53.37% across Budget holders &	40 days Fri 01/02/13 Thu 28/03/13 9 40 days Wed 06/02/13 Thu 04/04/13 21FS-40 days			
210	Commissioners of 75% from STD. (Commitment T3-81)	40 days Wed 06/02/13 Thu 04/04/13 21FS-40 days			
211	HR and Payroll	66 days Wed 02/01/13 Fri 05/04/13 6	<del>Ĭ</del>		
212	Undertake Discovery	65 days   Wed 02/01/13   Thu 04/04/13			
213	Programme Mobilisation	23 days Wed 02/01/13 Fri 01/02/13			
214	Develop and agree HR Knowledge Acquisition & Transition Plan	1 day Wed 16/01/13 Wed 16/01/13			
215	Develop and agree Service Definition Document	23 days Wed 02/01/13 Fri 01/02/13 62 days Wed 02/01/13 Thu 28/03/13	LBB/Capita		
217	Undertake knowledge transfer -  Review TUPE list & identify potential shortfalls over transition period	15 days Thu 10/01/13 Wed 30/01/13			
218	Review and agree KPIs and reporting routines	13 days Wed 02/01/13 Fri 18/01/13			
219	Review existing process, policies, procedures and documents, including intranet	43 days Wed 02/01/13 Fri 01/03/13			
220	Identify gaps/single points of failure. Document and implement contingency mea:	23 days Wed 02/01/13 Fri 01/02/13			
221	Observe current operational and training practices	18 days Wed 02/01/13 Fri 25/01/13			
222	Establish IT links between Barnet and Capita Belfast and Carlisle offices	1 day Thu 28/03/13 Thu 28/03/13			
223	HR People development, knowledge acquisition & transfer	65 days Wed 02/01/13 Thu 04/04/13	<del>│</del> <del>♥╃╀╸╃╃╸╃╇╃┼╸╇╇╇</del> ╢┼┼┤		
224	Assess HR managers	35 days Wed 02/01/13 Tue 19/02/13			
225	Create HR Business Partner (HRBP) development plan	15 days Wed 20/02/13 Tue 12/03/13 224			
226	Design and develop training plan	15 days Wed 13/03/13 Thu 04/04/13 225			
227	Undertake TNA to identify knowledge gaps and training reqs	30 days Wed 02/01/13 Tue 12/02/13			
228	Provide face to face expert support to Barnet Directors with their Strategic priorities, and ensure effective risk management relating to employee and HR issues. as per	10 days Mon 11/03/13 Fri 22/03/13 298FS-11 days			
229	Schedule 2 (Commitment T3-97)	62 days Wed 02/01/42 Thu 20/02/42			
229	Plan phasing of HR service transfer to new CoEs (Belfast, Carlisle, Sheffield, Southar Achieve a Customer Satisfaction level of 80% (Commitment T3-101)	62 days Wed 02/01/13 Thu 28/03/13  15 days Thu 14/03/13 Fri 05/04/13 21FS-14 days			
231	Achieve a customer satisfaction level of 80 % (Commitment 13-101)  Achieve payroll errors being <= 0.15% of the total payrolls processed from STD, as	15 days Thu 14/03/13 Fri 05/04/13 21F3-14 days			
	per Schedule 4 (Commitment T3-103)				
232	Deliver 100% of the agreed Absence Management projects/ interventions in line with jointly-agreed Annual Programme of works from STD as per Schedule 4	20 days Mon 25/02/13 Fri 22/03/13 298FS-21 days			
233	(Commitment T3-105)	44 days			
233	Safety, Health and well being  Put in place arrangements to support the retained Head of SH&W via the ADHR	44 days Fri 01/02/13 Fri 05/04/13  41 days Fri 01/02/13 Tue 02/04/13			
234	Familiarisation with LBB documents	41 days Fri 01/02/13 Tue 02/04/13  20 days Mon 04/02/13 Fri 01/03/13			
236	Engage with Stakeholders	20 days Mon 04/02/13 Fri 01/03/13			
237	Contract set up with third party suppliers	23 days Fri 01/03/13 Thu 04/04/13			
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ID ,	Task Name	Duration	Start	Finish Predecessors	ssors   Qtr 1, 2013   Qtr 2, 2013   Qtr 3, 2013   Qtr 4, 2013   Qtr 4, 2013   Qtr 1, 2013   Qtr 1, 2013   Qtr 1, 2013   Qtr 2, 2013   Qtr 2, 2013   Qtr 2, 2013   Qtr 3, 2013   Qtr 4, 2	1, 2014
238	Provide access to over 200 H & S qualified Service professionals for ad-hoc	10 days	Mon 11/03/13	Fri 22/03/13 298FS-11 days	Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Jul   Aug   Sep   Oct   Nov   Dec   1 days	Jan
	subject matter expertise as per Schedule 2 (Commitment T3-95)					
239	Provide Barnet & Schools buying Traded Service with professional advice/ support for S H&W on a Pay as you Go Basis as per Schedule 2 (Commitment	30 days	Mon 11/02/13	Fri 22/03/13 298FS-31 days	I days	
	T3-96)					
240	Provide face to face expert support to support the Authorities Directors with their Strategic priorities (Commitment T3-97)	20 days	Thu 07/03/13	Fri 05/04/13 21FS-19 days	days	
241	Pensions	43 days		Thu 04/04/13		
	Undertake Scheme knowledge transfer	43 days		Thu 04/04/13		
243	Estates  Undertake Discovery (inc. RICS Red book review & statutory compliance check)			Fri 05/04/13 6 Thu 04/04/13 4		
245	Undertake Discovery (inc. RICS Red book review & statutory compliance check)  Start to implement Capita property systems (IPANS)		Wed 02/01/13			
246	Commence Implementation of Unique Property Reference Numbering system		Wed 02/01/13			
247	(UPRN) Install various software packages	1 day	Wed 02/01/13	Wed 02/01/13		
248	Transfer Custodians, Mailroom & Couriers to Capita			Wed 20/03/13 114		
249	Integrate Barnet into Capita forum	•		Wed 13/03/13 114	Capita	
250	Undertake the statutory Testing and inspections and provide required certificates as	20 days	Thu 07/03/13	Fri 05/04/13 21FS-19 days	days	
251	per Schedule 2 (Commitment T3-137)  Enforce the Barnet safety policy (Schedule 22) re Fire Management when	20 days	Thu 07/03/13	Fri 05/04/13 21FS-19 days	days	
252	undertaking all building modifications. Commitment T3-136)	ee dove	Wed 02/01/13			
	Undertake Operational and Technical Discovery on IT estate and transferring service	-		Thu 04/04/13 6		
254	Commence Service Framework implementation			Tue 26/03/13 9		
255	Develop new procedures and org structure, ITIL, service architecture for		Wed 16/01/13			
256	transferring service  Agree IT contracts to be novated and assigned, and licenses where RTU to be	3 davs	Wed 16/01/13	Fri 18/01/13		
257	arranged  Identify training requirements and arrange required training to follow STD	-	Wed 16/01/13			
258	Undertake service infrastructure design & implementation	•	Wed 02/01/13		Cabita	
259	Service Communication - identify stakeholders/ comms channels re service provision			Tue 26/02/13 9	LBB/Capita	
260	changes Prepare Work in Progress (WIP) transfer			Tue 12/03/13 9		
261	Put in place arrangements for testing, disaster recovery, and handover to support	•		Tue 26/03/13 9	Capita Ca	
262	Service Cutover		Wed 16/01/13			
263	Planning - tasks for transfer at STD, mgmt of incidents in progress,	30 days	Wed 16/01/13	Tue 26/02/13		
	documentation handover, & contingency planning to ensure Business continuity					
264	Execution of Service cutover		Mon 04/03/13	•		
265	Provide an element of IT services on a volume based variable charge as per Schedule 4 (Commitment T3-108	30 days	Mon 11/02/13	Fri 22/03/13 298FS-31 days	I days	
266	Achieve a Customer Satisfaction level of 2.72 from STD (Commitment T3-124)	40 days	Thu 07/02/13	Fri 05/04/13 21FS-39 days	days	
267	Resolve 65% of operational incidents as per IS Output specification V.02	30 days	Thu 21/02/13	Fri 05/04/13 21FS-29 days	days	
268	(Commitment T3-125)  Deliver Critical System Availability of 99.9% from the STD as per Schedules 4 and 2	30 days	Thu 21/02/13	Fri 05/04/13 21FS-29 days	days	
269	(Commitment T3-126)			Mon 04/03/13 18FS-40 days		
	Scope and commission external penetration tests of the live services as per Schedule 2, Service Delivery Plan (Commitment T3-176)					
270	Procurement Viscours		Wed 02/01/13 Wed 02/01/13	Thu 04/04/13 6		
	Undertake Discovery  Commence Skills Assessment -identify skills gaps, TNA, and start knowledge		Mon 04/02/13			
	transfer					
273 274	Schools  Appoint Schools Services Manager		Wed 16/01/13 Wed 16/01/13	Fri 05/04/13 9		
275	Conduct discussions with key stakeholders, including schools representatives re		Wed 16/01/13		LBB/Capita	
276	operation of the Traded Services from STD  Undertake a skills audit of the Schools virtual Team drawn from relevant in scope		Wed 16/01/13			
	services	-			Capita	
277	Produce training plan and training materials for Schools team			Tue 26/03/13 276SS+20 days		
278	Nominate senior staff responsible for QA regime associated with schools services. As per Schedule 2 (Commitment T3-166)			Fri 05/04/13 21FS-29 days		
279	Corporate Programmes			Thu 04/04/13 6		
280	Identify ways that risks in the delivery of Special Projects can be transferred from the Council to the Service Provider (Commitment T1-56).	40 days	I ue 29/01/13	Mon 25/03/13 18SS-40 days		
281	Arrange access to 8 FTE for less complex projects as per legacy rate card in Schedule 4(Commitment T1-57).	40 days	Tue 29/01/13	Mon 25/03/13 18SS-40 days	days	
282	The Council will have the right of refusal to staff proposed for any project where it	20 days	Wed 16/01/13	Tue 12/02/13 9	Capita	
283	(acting reasonably) deems them unsuitable based on the requirements of the project Jointly forecast & profile the programme and project resource requirements	30 days	Tue 12/02/13	Mon 25/03/13 18SS-30 days	Idays LBB/Capita	
284	(Commitment T2-59)  Agree and develop a proposal for each project and submit to the Council to consider.			Wed 03/04/13 282SS+10 days		
285	Check and where necessary take action to ensure that Corporate Programme project risks are managed as per the Council's JCAD Risk Management Strategy	20 days	rue 26/02/13	Mon 25/03/13 18SS-20 days	days	
286	(Commitment T2-61)  Establish access to Capita national pool of Programme & Project Managers, and full	5 dave	Wed 27/03/13	Thu 04/04/13 21SS-5 days	days Capita	
	range of Business Change specialists (Commitment T2-63)			·		
287	Readiness Assessment (RA)		Mon 14/01/13			
288	Develop/agree Readiness Assessment plan  Devise/agree Readiness Assessment (RA) measures	-	Mon 14/01/13 Mon 28/01/13	Fri 25/01/13 Fri 08/02/13 288	Capita	
290	Devise/agree Acceptance criteria for each RA			Fri 15/02/13   289	LBB/Capita	
291	Produce RA Tracker Report for each transferring service	•		Tue 19/02/13 290	Capita	
292	Conduct Readiness Assessment (RA) exercise	16 days	Mon 04/03/13	Mon 25/03/13 21FS-22 days	days	
293	Readiness Assessment weekly progress review		Mon 04/03/13			
	Readiness Assessment weekly progress review 1		Mon 04/03/13			
295 296	Readiness Assessment weekly progress review 2		Mon 11/03/13 Mon 18/03/13			
	Readiness Assessment weekly progress review 3  Readiness Assessment weekly progress review 4		Mon 25/03/13			
298	Initial STD 'Go/No-Go' decision	-		Mon 25/03/13 292FF		
299	Additional RA monitoring period (if required)			Thu 28/03/13 298	Capita	
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Project: Ti Date: Wed	ansition Programme Detail P Task Split	F	Progress	Milestone	Milestone Summary Project Summary External Tasks External Milestone Deadline	
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0	Task Name	Duration Sta		Nov Dec	Qtr 1, 2013   Feb	Qtr 2, 2013   Mar   Apr	Qtr 3, 2013   Qtr 4, 2013     May   Jun   Jul   Aug   Sep   Oct   Nov	Dec
	Final 'Go/No-Go' decision	1 day Tue 0	2/04/13 Tue 02/04/13 299			LEB/Capita	ta	
	Service Commencement (PHASE 3)	-	5/04/13 Tue 01/10/13 21					
	Workforce Transition - post STD	-	5/04/13 Tue 01/10/13					
	Hold Managers Guide workshops (Commitment T2-17)	40 days Mon 1	5/04/13 Tue 11/06/13 21FS+6 days					
111	Day 1 Welcome Activity	1 day Thu 1	8/04/13 Thu 18/04/13 21FS+9 days			L T 1		
111	Create draft 'new look' pay slips & payroll guide and distribute to staff	10 days Fri 0	5/04/13 Thu 18/04/13 21					
111	Roll out E-induction training for staff, Capita Desktop etc (Commitment T2-18)	15 days Mon 0	8/04/13 Fri 26/04/13 21FS+1 day					
<b>III</b>	CWA Access available for all transferred staff	0 days Fri 0	5/04/13 Fri 05/04/13 21			05/04		
	Train in use of CWA (via existing web access)	20 days Fri 0	5/04/13 Fri 03/05/13 308					
-	Provide an L&D Academy for all Services staff as per Schedule 2 Service Delivery Plans	•	5/04/13 Tue 01/10/13					
	HR (Commitment T2-14)	120 dayo 111 o	140 0 17 107 10					
	Pay 100% of payrolls on the correct date from STD as per Schedule 4 (Commitment	10 days Mon 1	5/04/13 Fri 26/04/13 312FS-10 days					
<b>III</b>	T3-104)  Make first payroll payment for all transferring staff on Capita Payroll	1 day Fri 2	6/04/13 Fri 26/04/13					
		-						
	Implement personal development plans (Commitment T2-19)	•						
111	Provide Barnet with MI relating to the employees engaged in the provision of the Services, to support their statutory & other reporting reqs. (Commitment T2-23)	60 days Fri 0	5/04/13 Mon 01/07/13					
_	Organise and run workshops for staff to align the values of the partnership with the values	15 days Mon 0	8/04/13 Fri 26/04/13 21FS+1 day					
	of the Service Provider (Commitment T2-8)	,						
	True up and Service Performance reporting	-	2/05/13 Wed 22/05/13					
	Review actual service performance against LBB provided reports	3 days Mon 0	6/05/13 Wed 08/05/13 21FS+20 days					
<b>III</b>	Produce and jointly review first month's performance reports	10 days Thu 0	2/05/13 Wed 15/05/13				-LBB/Capita	
	Agree 'True up' position on all findings and any consequent commercial contract changes	5 days Thu 10	6/05/13 Wed 22/05/13 317,318					
	Improve and Stabilise (PHASES 4 & 5)	-	5/04/13 Mon 30/12/13					
	Business Continuity / Disaster Recovery	•	6/05/13 Mon 10/06/13 21FS+20 days					
111	Develop/agree Stage 2 BC/DR Plan for Transformation period	25 days Mon 0	6/05/13 Mon 10/06/13				Capita	
	Service workstreams	189 days Fri 0	5/04/13 Mon 30/12/13 21					
_	Customer Services	-	5/04/13 Thu 03/10/13					`
-	Implement personal Development Plans for CS Transferring staff inc. the opportunity	-	5/04/13 Fri 30/08/13					
	to retain or obtain the ICS professional accreditation (Commitment T3-31)							
	implement a CS reporting tools suite to report mgmt & performance info against the	103 days Fri 0	5/04/13 Fri 30/08/13					
	KPIs as detailed in Schedule 4 (Commitment T3-32)  Root Cause Analysis (RCA) of external services	120 days Fri 0	5/04/13 Tue 24/09/13					
		•					<b>▼</b>	
	Conduct RCA - Hold workshops with SMEs. Gather data/reports		5/04/13 Mon 03/06/13					
111	Analyse range of opportunities for improvement	-	4/06/13 Tue 02/07/13 328					
1	Identify and agree processes to be improved	30 days Tue 0	4/06/13 Mon 15/07/13 328					
	Implement improvements and monitor benefits	50 days Tue 10	6/07/13 Tue 24/09/13 330					
	Improve telephony resilience	48 days Fri 0	5/04/13 Thu 13/06/13					
	Review current level of resilience, Business Continuity and DR policies, etc	10 days Fri 0	5/04/13 Thu 18/04/13					
111	Assess immediate improvement options and agree approach	·	9/04/13 Fri 10/05/13 333					
-	Deploy improved resilience for e.g. use another client site as 2nd site for call transfers, etc	23 days Mon 1	3/05/13 Thu 13/06/13 334					
_	Commence routine comms re channel shift	127 days Fri 0	5/04/13 Thu 03/10/13					
	Review existing communications i.e. council tax bills, high volume letters, etc	-	5/04/13 Fri 03/05/13					
		·						
	Agree amendments to comms		6/05/13 Tue 04/06/13 337					
	Issue Updated comms	20 days Wed 0	5/06/13 Tue 02/07/13 338					
	Review of response/take up	66 days Wed 03	3/07/13 Thu 03/10/13 339					
	Implement capacity planning and performance	60 days Mon 1	5/04/13 Tue 09/07/13					
===	Review current tools	10 days Mon 1	5/04/13 Fri 26/04/13					
	Identify tools and practice to deploy	10 days Mon 2	9/04/13 Mon 13/05/13 342					
	Deploy tools and practices	10 days Tue 1	4/05/13 Tue 28/05/13 343					
_	Review new approach	30 days Wed 29						
						<u> </u>		
	Undertake Knowledge transfer-	35 days Fri 0						
	Review existing processes & documents to support training	•	5/04/13 Fri 03/05/13					
	Observe current operational and training practices		5/04/13 Fri 03/05/13					
	Identify gaps/single points of failure, and put in place appropriate contingency measures for STD	30 days Fri 1:	2/04/13 Fri 24/05/13 347SS+5 days,348SS+5					
-	Revenues and Benefits	124 days Fri 0	5/04/13 Mon 30/09/13					
	Review existing process maps and measures already to promote self-service and		5/04/13 Fri 17/05/13				<u> </u>	
	the use of e-forms	55 days 1110						
	Tailor training programmes in order to increase the resolution of queries at first point	14 days Mon 2	0/05/13 Fri 07/06/13 351					
	of contact	50 days Eri O	5/04/13 Mon 17/06/13					
	Implement workforce development approach to provide training on both generic and service-specific development needs for Revs and Bens staff (Commitment T3-56)	50 days Fri 0	0/0-1/10 IVIOTI 1//00/13					
	Service Centre operation	-	5/04/13 Wed 25/09/13					
-	Review staff capabilities and client side arrangements to identify potential	45 days Fri 0	5/04/13 Mon 10/06/13					
	shortfalls over transition period; establish IT links to Barnet systems							
<b>III</b>	Document local policies and procedures; resilience arrangements in place;	25 days Fri 0	5/04/13 Fri 10/05/13					
	Review roles, responsibilities & FTE; support provided from Bromley SSC	•	8/04/13 Tue 04/06/13					
	(systems support, policy & training)	-						
	Review resources for other specialist teams (appeals, quality, TA, o'pays &	80 days Wed 05	5/06/13 Wed 25/09/13 357					
	subsidy); supplement from and transfer to Capita Service Centre  Business Process	123 days Mon 0	B/04/13 Mon 30/09/13					
	Review verification criteria; Customer Services BPR; Good Practice and	-	8/04/13 Tue 28/05/13				<u> </u>	
111	Benchmarking with LGS sites	35 days Mon 0	100 20/03/13					
-	Confirm & review client checking arrangements; remote QA procedures;	25 days Mon 0	6/05/13 Mon 10/06/13					
	documentation review	0E at a a a a a	2/06/42 Mon 20/00/42					
1	Undertake BPR of all current processes and procedures	•	3/06/13 Mon 30/09/13					
-	Review database accuracy; data capture techniques; data cleansing exercises; implement monitoring processes; system integrity checks and reports; appoint	60 days Mon 0	8/07/13 Mon 30/09/13					
	super users							
_	Performance Management	123 days Mon 0	B/04/13 Mon 30/09/13	1				

f     ''"	sk Name	Duration Start Finish Predecess		Qtr 1, 2013			Qtr 2, 2013 Qtr 4, 2013
	Undertake 1-2-1 meetings with staff; schedule reviews & appraisals	15 days Mon 08/04/13 Fri 26/04/13	Nov Dec	. Jan	Feb	Mar	Apr May Jun Jul Aug Sep Oct Nov Dec
	Confirm performance management structure and targets; review system	20 days   Mon 22/04/13   Mon 20/05/13   365SS+10	days				
	functionality and implement monitoring arrangements	•					
	Undertake training needs analysis & confirm training schedules  Training delivery & mentoring; manager workshops and Capita Academy	30 days Mon 06/05/13 Mon 17/06/13					
===	development programme	85 days Mon 03/06/13 Mon 30/09/13					
	Finance	103 days Fri 05/04/13 Fri 30/08/13 21					
	Implement Financial training for retained Barnet Finance managers	60 days Fri 05/04/13 Mon 01/07/13					LBB/Capita
	Implement personal development plans for Finance Service staff inc. for professional accreditation and existing professional qualifications (Commitment T3-75)	103 days Fri 05/04/13 Fri 30/08/13					Capita
	Implement 100% of Council Services come in on budget for Month 4 following STD	82 days Fri 05/04/13 Wed 31/07/13					Capita
	as per Schedules 4 & 2 (Commitment T3-77)						Copie
	Deliver draft accounts to external Auditor by May 31 as set out in Schedule 4 & 2 (Commitment T3-79)	35 days Fri 05/04/13 Fri 24/05/13					Capita
	Complete External Audit and draft ISA 260 by July 18 as set out in Schedules 4 & 2	60 days Fri 05/04/13 Mon 01/07/13					Capita
_	(Commitment T3-80)	470 days - Fal 05/04/40 - Fal 40/40/40 - 04					
	HR & Payroll	178 days Fri 05/04/13 Fri 13/12/13 21					
-	Review existing forms to build into workflow	15 days Fri 05/04/13 Thu 25/04/13					
	Complete user-centred service improvements for Channel shift	60 days Fri 05/04/13 Mon 01/07/13					
	Identify senior HR Experts and BPs to review and plan activities to ensure effective w	44 days Fri 05/04/13 Fri 07/06/13					
	Service Centre operation	30 days Fri 05/04/13 Fri 17/05/13					
	Review existing HR Connect call monitoring and training/development programm	10 days Fri 05/04/13 Thu 18/04/13					
	Commence To Be process mapping (plus As Is if necessary)	30 days Fri 05/04/13 Fri 17/05/13					
	Review current report requirements	10 days Fri 05/04/13 Thu 18/04/13					
	Review input/output requirements of team for other Barnet divisions or traded ser	10 days Fri 05/04/13 Thu 18/04/13					
	Document split of Barnet/other traded services vs Schools processes	25 days Fri 05/04/13 Fri 10/05/13					
	HR Service Delivery & Processes	178 days Fri 05/04/13 Fri 13/12/13					
	Commence To Be process mapping (plus As Is if necessary)	30 days Fri 05/04/13 Fri 17/05/13					
	Review current report requirements	10 days Fri 05/04/13 Thu 18/04/13					
	Review input/output requirements of team for other Barnet divisions or traded ser	10 days Fri 05/04/13 Thu 18/04/13					
	Document split of Barnet/other traded services vs Schools processes	25 days Fri 05/04/13 Fri 10/05/13					
	Review existing HR Service Governance Reporting	15 days Fri 05/04/13 Thu 25/04/13					
	Conduct time and motion study to baseline process timelines	10 days Fri 05/04/13 Thu 18/04/13					
	Undertake Business Process -re-engineering to achieve 'Quick Wins	168 days Fri 19/04/13 Fri 13/12/13 391					
	Performance Management	85 days Fri 05/04/13 Mon 05/08/13					
	Undertake 1-2-1 meetings with staff; schedule reviews & appraisals	10 days Fri 05/04/13 Thu 18/04/13					
	Confirm performance management structure and targets; review system function	20 days Fri 05/04/13 Fri 03/05/13					
	Undertake training needs analysis & confirm training schedules	30 days Fri 05/04/13 Fri 17/05/13					
	Training delivery & mentoring; manager workshops and Capita Academy	85 days Fri 05/04/13 Mon 05/08/13					
	development programme	457 days May 00/04/00 5-100/04/00					
	HRBP Programme	157 days Mon 22/04/13 Fri 29/11/13					V
	Deliver HRBP development programme	73 days Mon 22/04/13 Fri 02/08/13 21FS+11 (	lays				
	Assess and mentor HRBP	84 days Mon 05/08/13 Fri 29/11/13 399					
	Pensions	59 days Fri 05/04/13 Fri 28/06/13					
<b>=</b>	Transfer Pensions Payroll to Sheffield	59 days Fri 05/04/13 Fri 28/06/13 21					
	Estates	188 days Fri 05/04/13 Fri 27/12/13					
	Implement a 'one team' approach across various FM services	67 days Fri 05/04/13 Wed 10/07/13					
	Engage with staff to identify cross skilling opportunities	38 days Fri 05/04/13 Thu 30/05/13					
<b>11</b>	Engage with supply chain to involve them in cross skilling	41 days Fri 05/04/13 Tue 04/06/13					
111	Analyse helpdesk information and identify common tasks for cross killing	62 days Fri 05/04/13 Wed 03/07/13					
	Implement training program	67 days Fri 05/04/13 Wed 10/07/13					
	Transfer management of the investment estate into Capita Real Estate	135 days Fri 05/04/13 Tue 15/10/13					
	business  Complete due diligence and data collection of the investment estate	62 days Fri 05/04/13 Wed 03/07/13					
	Input data into TRAMPS property system	1 day Wed 03/07/13 Wed 03/07/13 410FF					
<b></b>	Introduce surveyor from RE business to account manager portfolio	1 day Mon 15/07/13 Mon 15/07/13 410					
	Start Implementation of Capita's tenant care program	0 days Fri 05/04/13 Fri 05/04/13					05/04
	TASK 5 - Develop investment estate strategy	57 days Fri 12/07/13 Tue 01/10/13					
	Start Implementation of strategy	0 days Tue 15/10/13 Tue 15/10/13 414FF+10	days				<b>♦</b> 415/10
		•	,-				<b>→</b> (15/10
	Complete Implementation of property management system  Collect, cleanse and input Council owned data into the system						
	Collect, cleanse and input Council owned data into the system	128 days Fri 05/04/13 Fri 04/10/13					
	Develop reporting requirements from system	65 days Fri 05/04/13 Mon 08/07/13					
	Implement a planned maintenance program	188 days Fri 05/04/13 Fri 27/12/13					
	Review condition survey information for portfolio and re survey corporate offices	85 days Fri 05/04/13 Mon 05/08/13					
	Input data into CAFM system	106 days Fri 05/04/13 Wed 04/09/13					
	Develop service programe based on business focused maintenance for corporate offices	67 days Wed 31/07/13 Fri 01/11/13					
	Engage with supply chain, procure and implement Planned Maint. Mgmt (PMM)	65 days Mon 02/09/13 Fri 29/11/13					
	Commence implementation of above program on a phased basis across all directorates including survey of largest 20 bldgs	20 days Mon 02/12/13 Fri 27/12/13 422,423					
	Implement Capita's systems and procedures across all transferring services (in	107 days Fri 05/04/13 Thu 05/09/13					
	Engage with staff to identify existing systems and procedures	107 days Fri 05/04/13 Thu 05/09/13 144					
	Process map new procedures	41 days Fri 05/04/13 Tue 04/06/13					
<b>III</b>	Develop and implement training programmes for new systems and procedures	41 days Fri 05/04/13 Tue 04/06/13					
	Develop Barnet specific ISO 9001 systems plan	67 days Fri 05/04/13 Wed 10/07/13					
	Gain accreditation for ISO systems	40 days Fri 05/04/13 Mon 03/06/13					
	Develop Terms of reference for group	18 days Fri 05/04/13 Tue 30/04/13					
	Establish group members and programme of activities	10 days Thu 02/05/13 Wed 15/05/13 431					
100	Hold first AMG meeting	1 day   Mon 03/06/13   Mon 03/06/13   432FS+10	days				

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	Task Name	Duration	Start	Finish Predecessors	Nov Dec	Qtr 1, 2013 Jan	Feb	Mar	Qtr 2, 2013         Qtr 3, 2013         Qtr 4, 2013         Qtr           Apr         May         Jun         Jul         Aug         Sep         Oct         Nov         Dec
	Review R&M supply chain and develop new one in response to PPM and Capita requirements	188 days	Fri 05/04/13	Fri 27/12/13	,				
	Monitor current performance with Capita audit and performance measures	128 days	Fri 05/04/13	Fri 04/10/13					
<b>III</b>	Develop new specification for future requirements	66 days	Thu 01/08/13	Fri 01/11/13					
<b></b>	Liaise with supply chain for input	66 days							
-	Tender new R&M specification	40 days	Mon 04/11/13	Fri 27/12/13 436,437					
	Implement a helpdesk service within the Barnet Estates service as per Schedule	50 days	Fri 05/04/13	Mon 17/06/13					
-	2 (Commitment T3-146)	EO deve	F=: 05/04/42	Man 47/05/42					
-	Resolve all Estates Service Complaints within 90 days from as per Schedule 4 (Commitment T3-152)	50 days	Fri 05/04/13	Mon 17/06/13					
	IS	136 days	Fri 05/04/13	Wed 16/10/13					
	Tranche 1 work relocation (Business systems, Mgmt, Support, Engineering	66 days	Fri 05/04/13	Tue 09/07/13					
-	Support & Partnership roles)  Establish Interim DR arrangements ('Ship to site')	64 days	Fri 05/04/13	Fri 05/07/13					
	Place staff at risk	1 day							
	Undertake staff consultation re relocation to Capita site, inc. redeployment and			Tue 09/07/13 444					
'	outplacement where appropriate	60 days	WOT 15/04/13	Tue 09/07/13 444					
	Complete knowledge transfer	50 days	Mon 15/04/13	Tue 25/06/13 444					
	Recruit and train additional staff if required in Capita location required to deliver	40 days	Mon 29/04/13	Tue 25/06/13 445SS+10 days					
	services  Prepare site and service delivery team for change of location	5 days	Wed 26/06/13	Tue 02/07/13 446,447					<u> </u>
	Relocate services to Capita site			Wed 03/07/13 448					
-	Tranche 2 work relocation (Service Desk, Systems Support and mgmt roles)		Tue 23/07/13						<u> </u>
	Tranche 2 work relocation (Service Besk, Systems Support and highlic roles)	·							\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
-	Place staff at risk	1 day	Tue 23/07/13	Tue 23/07/13 21FS+75 days					
-	Undertake staff consultation re relocation to Capita site, inc. redeployment and	60 days	Wed 24/07/13	Wed 16/10/13 451					
<b>III</b>	outplacement where appropriate  Complete knowledge transfer	50 days	Wed 24/07/13	Wed 02/10/13 451					
- I	Recruit and train additional staff if required in Capita location required to deliver	-		Wed 02/10/13 452SS+10 days					
	services			·					
5	Prepare site and service delivery team for change of location			Wed 09/10/13 453,454					
5 1	Relocate services to Capita site	1 day		Thu 10/10/13 455					
7	Implement a new IS Service Desk where all IT requests/ requirements are met in line with ITIL best practice as per Schedule 2 (Commitment T3-114)	85 days	Fri 05/04/13	Mon 05/08/13					
8	Achieve alignment to ITIL version 3 IS processes & procedures within the IS Service	85 days	Fri 05/04/13	Mon 05/08/13					
	operation as per Schedule 2 (Commitment T3-118)	407 1	F-: 05/04/40	Th. 05/00/40					
	Implement competency-based dev programme as part of IT staff's Personal Development Plans as per Schedule 2 (Commitment T3-120)	107 days	Fri 05/04/13	Thu 05/09/13					
) <u> </u>	Achieve a Customer Satisfaction level of 3.13 from the start quarter 2 of Year 1	50 days	Fri 05/04/13	Mon 17/06/13					
-	(Commitment T3-124)  Deliver IS Services on an "as is" basis for 3 months from DRS STD (assumed	65 days	Tue 07/05/13	Tue 06/08/13 21FS+20 days					
	7/5/13) as per DRS NSCSO Service spec (Commitment T3-127)	oo days		·					
:	Procurement	189 days		Mon 30/12/13 21					
В	Complete Skills assessment and training	80 days		Mon 29/07/13					Capita
1	Implement Personal Development Plans for Procurement Transferring staff inc. professional accreditation up to CIPS 4 level as per Schedule 2, Service Delivery	60 days	Tue 02/07/13	Tue 24/09/13 463FS-20 days					
	Plans (Commitment T3-17)								
5	Conduct Value Capture workshops to identify ways to reduce 3rd party costs	40 days	Thu 11/04/13	Fri 07/06/13 21SS+4 days					Capita
5   1	Tools deployment -Online PM & Benefits Tracking tool, Contracts Database etc.	64 days	Thu 02/05/13	Wed 31/07/13					Capita
7	Analyse spend and develop dashboards by configuring data extracts from current	,	Thu 02/05/13						Capita
-	systems.	30 days	111d 02/03/13	FII 19/07/13					Capita
8	Quick Wins - identify opportunities to support delivery of current MTFS progs, in-flight projects or additional resource to deliver incremental benefits in Yr 1	150 days	Mon 03/06/13	Mon 30/12/13					LB
	projects of additional resource to deliver incremental benefits in 11 1								
9	Schools	123 days	Fri 05/04/13	Fri 27/09/13 21					
)	Co-ordinate development of knowledge base across the Schools virtual team	39 days	Fri 05/04/13	Fri 31/05/13					
	Co-ordinate full training of Schools team in delivery of Traded Services	84 days	Mon 03/06/13	Fri 27/09/13 470,277					
	Corporate programmes	124 days	Fri 05/04/13	Mon 30/09/13 21					<b>*</b>
		00 1	Fri 05/04/13	Mon 01/07/13					
	Knowledge Transfer and retention of key staff	60 days		Fri 17/05/13		1			
	Undertake programme resource competency mapping to identify appropriate	30 days	Fri 05/04/13						
	Undertake programme resource competency mapping to identify appropriate Capita team to manage resources.	30 days		Mon 01/07/13					
	Undertake programme resource competency mapping to identify appropriate Capita team to manage resources.  Embed best practice across programme management teams	30 days 60 days	Fri 05/04/13						
2 3 4 5	Undertake programme resource competency mapping to identify appropriate Capita team to manage resources.  Embed best practice across programme management teams  Introduce additional resources to support the Corporate Programmes team	30 days 60 days 60 days	Fri 05/04/13 Fri 05/04/13	Mon 01/07/13					
2 3 4 5 6	Undertake programme resource competency mapping to identify appropriate Capita team to manage resources.  Embed best practice across programme management teams  Introduce additional resources to support the Corporate Programmes team  Review the cross-partnership's programme and project management environment	30 days 60 days 60 days 60 days	Fri 05/04/13 Fri 05/04/13 Fri 05/04/13	Mon 01/07/13 Mon 01/07/13					
2 3 4 5 6	Undertake programme resource competency mapping to identify appropriate Capita team to manage resources.  Embed best practice across programme management teams  Introduce additional resources to support the Corporate Programmes team  Review the cross-partnership's programme and project management environment  Implement Capita's project & change management methodology BTC for the	30 days 60 days 60 days	Fri 05/04/13 Fri 05/04/13 Fri 05/04/13	Mon 01/07/13					
2 3 3 5 5 5 7 7 8 3 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	Undertake programme resource competency mapping to identify appropriate Capita team to manage resources.  Embed best practice across programme management teams  Introduce additional resources to support the Corporate Programmes team  Review the cross-partnership's programme and project management environment	30 days 60 days 60 days 60 days 40 days	Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Fri 05/04/13	Mon 01/07/13 Mon 01/07/13 Mon 03/06/13					
1	Undertake programme resource competency mapping to identify appropriate Capita team to manage resources.  Embed best practice across programme management teams  Introduce additional resources to support the Corporate Programmes team  Review the cross-partnership's programme and project management environment  Implement Capita's project & change management methodology BTC for the management of all new projects (Commitment T2-62).  Integrate the Corporate Programmes staff that transfer to the relevant business within Capita (Commitment T3-170).	30 days 60 days 60 days 60 days 40 days	Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Fri 05/04/13	Mon 01/07/13 Mon 01/07/13 Mon 03/06/13 Mon 01/07/13					
2 3 4 5 6 7	Undertake programme resource competency mapping to identify appropriate Capita team to manage resources.  Embed best practice across programme management teams  Introduce additional resources to support the Corporate Programmes team  Review the cross-partnership's programme and project management environment  Implement Capita's project & change management methodology BTC for the management of all new projects (Commitment T2-62).  Integrate the Corporate Programmes staff that transfer to the relevant business within	30 days 60 days 60 days 60 days 40 days	Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Fri 05/04/13	Mon 01/07/13 Mon 01/07/13 Mon 03/06/13					
	Undertake programme resource competency mapping to identify appropriate Capita team to manage resources.  Embed best practice across programme management teams  Introduce additional resources to support the Corporate Programmes team  Review the cross-partnership's programme and project management environment  Implement Capita's project & change management methodology BTC for the management of all new projects (Commitment T2-62).  Integrate the Corporate Programmes staff that transfer to the relevant business within Capita (Commitment T3-170).  Undertake a PPM health check across the Partnership to strengthen joint NSCSO	30 days 60 days 60 days 60 days 40 days	Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Fri 05/04/13	Mon 01/07/13 Mon 01/07/13 Mon 03/06/13 Mon 01/07/13					
	Undertake programme resource competency mapping to identify appropriate Capita team to manage resources.  Embed best practice across programme management teams  Introduce additional resources to support the Corporate Programmes team  Review the cross-partnership's programme and project management environment  Implement Capita's project & change management methodology BTC for the management of all new projects (Commitment T2-62).  Integrate the Corporate Programmes staff that transfer to the relevant business within Capita (Commitment T3-170).  Undertake a PPM health check across the Partnership to strengthen joint NSCSO	30 days 60 days 60 days 60 days 40 days 60 days 64 days	Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Fri 05/04/13	Mon 01/07/13 Mon 01/07/13 Mon 03/06/13 Mon 01/07/13 Mon 30/09/13 21FS+60 days					
	Undertake programme resource competency mapping to identify appropriate Capita team to manage resources.  Embed best practice across programme management teams  Introduce additional resources to support the Corporate Programmes team  Review the cross-partnership's programme and project management environment  Implement Capita's project & change management methodology BTC for the management of all new projects (Commitment T2-62).  Integrate the Corporate Programmes staff that transfer to the relevant business within Capita (Commitment T3-170).  Undertake a PPM health check across the Partnership to strengthen joint NSCSO and Council's PPM environment (Commitment T3-171)	30 days 60 days 60 days 60 days 60 days 40 days 60 days 64 days	Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Tri 05/04/13 Tue 02/07/13	Mon 01/07/13 Mon 01/07/13 Mon 03/06/13 Mon 01/07/13 Mon 30/09/13 21FS+60 days					Capita
	Undertake programme resource competency mapping to identify appropriate Capita team to manage resources.  Embed best practice across programme management teams  Introduce additional resources to support the Corporate Programmes team  Review the cross-partnership's programme and project management environment  Implement Capita's project & change management methodology BTC for the management of all new projects (Commitment T2-62).  Integrate the Corporate Programmes staff that transfer to the relevant business within Capita (Commitment T3-170).  Undertake a PPM health check across the Partnership to strengthen joint NSCSO and Council's PPM environment (Commitment T3-171)	30 days 60 days 60 days 60 days 60 days 40 days 60 days 64 days 2 days	Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Tri 05/04/13 Tue 02/07/13 Wed 11/12/13	Mon 01/07/13 Mon 01/07/13 Mon 03/06/13 Mon 01/07/13 Mon 30/09/13 21FS+60 days Fri 20/12/13					Capita
	Undertake programme resource competency mapping to identify appropriate Capita team to manage resources.  Embed best practice across programme management teams  Introduce additional resources to support the Corporate Programmes team  Review the cross-partnership's programme and project management environment  Implement Capita's project & change management methodology BTC for the management of all new projects (Commitment T2-62).  Integrate the Corporate Programmes staff that transfer to the relevant business within Capita (Commitment T3-170).  Undertake a PPM health check across the Partnership to strengthen joint NSCSO and Council's PPM environment (Commitment T3-171)  Programme Closedown  Check all programme deliverables complete	30 days 60 days 60 days 60 days 60 days 40 days 60 days 64 days 2 days	Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Fri 05/04/13 Tue 02/07/13 Wed 11/12/13 Mon 16/12/13	Mon 01/07/13 Mon 01/07/13 Mon 03/06/13 Mon 01/07/13 Mon 30/09/13 21FS+60 days  Fri 20/12/13 Tue 17/12/13 25FS-11 days					
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