

Transformation Programme Plan - Phase 1

Workstream/Project	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Notes or Dependencies
1. Channel Shift								
1.1 Analyse Stats / Customer Consultation								
1.2 Website redesign including mapping								Dependency on 1.1
1.3 Rapid development of Firmstep Self Service								Dependency on 1.1
1.4 Marketing and promotion								Dependency on 1.2 and 1.3
2. New ways of working								
2.1 Review of desktop delivery options								
2.2 Telephony - Mitel expansion			RFQ					Dependency on 3.5
2.3 EDRMS (Uniform Migration)								
2.4 Intranet								Go live and rollout - by start of April 2017
2.5 Mobile & remote working								
3. ICT transformation								
3.1 High Level Technical Strategy			✓					Precursor to any technical project
3.2 Restructure (including decentralising sys-admin)								Revised ICT team structure April 2017
3.3 End user training								
3.4 Core infrastructure - storage/compute/DR			RFQ					
3.5 Network switch replacement			RFQ					
3.6 Firewall upgrade								
3.7 DR site connectivity								Dependency on 3.4
3.8 Disaster Recovery plan								Dependency on 3.4
3.9 Server Room consolidation			✓					
3.10 Application review (Uniform, Agresso, GIS)								