

Note to: Corporate Improvement Board

060209

Item 7

From: Richard Quayle

Date: 6 February 09

T-Enabling Update

Purpose: To update Improvement Board on the progress of T-Enabling blueprint development and associated projects.

Update: T-Enabling Blueprint

- The T-Enabling blueprint has been updated in line with feedback received from Corporate Team and managers.
- A list of potential projects to deliver the blueprint have been drafted and given to the T-Enabling Board for discussion.
- A communications plan is being drafted.
- Kevin Long started as project manager on Monday 19th Jan.

Web Project

- The new website has gone live and been delivered within budget.
- Departments have been trained to update content on their web pages.
- IT have been trained in the new technology used on the website.
- To ensure the website doesn't deteriorate over time, it is being proposed to use an existing vacancy in IT to fund a web manager role.
- One of the web managers responsibilities will be to increase self service on the website

Complaints System

- The Complaints PID was approved by the T-Enabling board.
- Kevin Long is managing the project.
- A project team has been formed and the project is due for completion March 09.
- The system is costing £3500 and the licence costs are £875 pa.

NI 14 (measuring avoidable contact with the customer e.g. failure demand)

- The CRM NI14 enhancements went live w/c 8th Dec 08.
- Currently no NI14 reports are available via the CRM. A separate project has been set up to get a suitable reporting tool in place.
- Back office sampling was carried out for a trial week - w/c 8th Dec. The %age of avoidable contact was lower than expected, this is most likely due to collection inaccuracies. SF is meeting with managers to go through results and correct any misunderstandings. A second trial is due to be carried out w/c 23rd Feb.

Telephony

- A list of recommended items for purchase has been drafted. Work is due to start on the business case.
- Kevin Long is managing this project.

Project Management Framework

- A proposed project and programme management framework was presented to Corporate Team. Corporate Team asked for delivery plans to be drawn up.
- Delivery plans due to go to Corporate Team 9th Feb 09.