Digital Transformation Programme
Project Assurance Status Report

Reporting period:	Programme Board 12th February 2018

Assurance Board undertakings during this reporting period	

- Audit review of the ERP design phase has commenced.
- Audit review of the Social Care design phase has commenced.
- Detailed risk analysis meetings have been undertaken in relation to Social Care.
- Support provided to the new IM for Infrastructure and Architecture to develop the risk profile for the project.
- Attendance at Management Support Team (MST) meetings.
- Attendance at Project Board meetings.
- Raising key issues or concerns at the appropriate boards for clarification and assurance.

ERP		
RAG	**Project Assurance Related Issues**	**Management update (SRO James Walton)**
Amber	The design has been signed off by the business. However, there are some issues specifically around HR and Payroll elements. Resource implications (BAU and Project) to meet the on-going and increasing demands of the programme.	Formal response to be requested from Unit4 to provide assurances that they will commit to working with us to resolve the critical issues raised and that they meet all required compliancy or legislative requirements. Liaison between PM's and leads in the programme to review resource requirements on a week-by-week basis and identify where resource from elsewhere may be required.

Social Care		
RAG	**Project Assurance Related Issues**	**Management update (SRO Andy Begley)**
Green	Resource to fulfil the Implementation Managers role for Children Services has been flagged as an urgent requirement by Colleen Male.	A replacement for the implementation manger role for Children's services is currently being recruited to as an urgent priority. There is mitigation in place in the meantime, with the responsibilities being fulfilled by the project manager, supported by the business analyst, the LCS configuration lead and the Children's Operational lead.

Customer Experience		
RAG	**Project Assurance Related Issues**	**Management update (SRO Andrew Boxall)**
Green	Gone live Enghouse Contact Centre Telephony solution for:-	Testament to the internal staff that have been put onto this project and the

<td style="background-color:#92d050"></td>	• Theatre Severn. • ICT Service Desk and ICT Applications Teams. • Revenues and Benefits. Customer Services is a planned 20th March for Go Live. Signed the contract with Hitachi Solutions Europe for the implementation of the council's new CRM system.	implementation manager appointed to deliver it.

Infrastructure & Architecture		
RAG	**Project Assurance Related Issues**	**Management update (SRO Andrew Boxall)**
Amber	Integration requirements across the DTP are currently not known in sufficient level of detail to identify the resource requirements, effort required and timescales for delivery. Requirement to recruit Integration Specialists, which if unsuccessful, could impact the deliverables for the overarching programme.	Requests have been submitted for several months for details of the integrations and the information has not been forthcoming. Work has commenced to appoint two contractors on a short contract to bolster integration expertise, managed and directed by internal staff to ensure knowledge transfer.

RED = Significant issues exist which require consideration and immediate action
AMBER = Some variation from the project plan but actions in hand to maintain progress
GREEN = On schedule - progress in line with agreed action plan

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Slippage
- None reported

Impact of Slippage on Interdependencies
- Not applicable

Risk Considerations

Project Managers are regularly reviewing and updating the risks to each of the DTP work streams.

Current open risks within DTP work streams above tolerance levels (i.e. red or amber risks) are as follows:-

- ERP
  - 4 red risks
  - 12 amber risks
- Social Care
  - 1 red risk
  - 8 amber risks (of these 8 risks, 7 are being managed at MST or Project Team level)
- Customer Experience
  - 1 red risk
  - 3 amber risks

- Infrastructure & Architecture
  - 1 red risk
  - 9 amber risks

(SRO's and PM's can provide additional detailed information in relation to specific risks).

Direction of Travel

Project	Reporting Period	Medium	High	Total number of risks	Changes to risk exposure during this period	Reason for change
ERP	Jan-18	14	14	28	NEW	New process for reporting risk added to Assurance Report for Programme Board.
ERP	Feb-18	12	4	16	↓	Significant number of risks now closed and high risks, due to mitigation, reduced to amber risks.
Social Care System	Jan-18	9	1	10	NEW	New process for reporting risk added to Assurance Report for Programme Board.
Social Care System	Feb-18	8	1	9	↓	One medium risk closed.
Infrastructure & Architecture	Jan-18	11	0	11	NEW	New process for reporting risk added to Assurance Report for Programme Board.
Infrastructure & Architecture	Feb-18	9	1	10	↓	Detailed review has been undertaken in relation to the management of the risks. Overall risk exposure reduced but a medium risk has increased to a high risk.
Customer Experience	Jan-18	3	1	4	NEW	New process for reporting risk added to Assurance Report for Programme Board.
Customer Experience	Feb-18	3	1	4	=	Risk status remained the same during this reporting period.

(Note: column between Reporting Period and Medium labelled "Risk Tolerance Level")

Actions Required by the Programme Board
- Discuss this report at Programme Board and record appropriate decisions/actions within the minutes.
  - Consideration should be given to the alignment of the 'go live' dates for both ERP and Social Care System (Adults) to reduce the risk of the manual processing required for the two week period in between the current estimated 'go live' dates.

Produced by the Digital Transformation Programme Assurance Board