FUTURE SERVICE DELIVERY CONTRACT

SCHEDULE 2.1

ANNEX B - CONTROL FRAMEWORK

APPENDIX 2 - BUSINESS ANALYST (4) RESPONSIBILITIES/TASKS

BA4 - RESPONSIBILITIES/TASKS:

1 Work with FDT PLs to support the development, enhancement and improvement of the end to end business process by simulating new and amended BPGs in MooD, ensuring that they meet the standards set. Identify existing problems and advise on methods to improve business processes and removal of non-value added activities.

Volumetric: Map(s) for each new/amended BPG/SSUG published – Min 24 per year

2 Conduct reviews of existing JPA and Pension processes IAW rolling review programme for the Authority and Single Service Focal Points (sS FP) Processes, reviewing relevant JSPs, Business Process Guides and Desk Instructions.

Volumetric: Min 3 Authority Reviews per year as detailed in the Rolling Review Programme

3 Engage with stakeholders and SMEs at all levels to ascertain process and ensure correctness, by liaising regularly with Single Services Focal Points (sS FP) and Authority Business Areas, participate in workshops, capture Controls, Issues and Mitigations identified at workshops ensuring that all issues raised are documented and that the Process mapping is changed accordingly.

Volumetric: Min 3 Authority Reviews per year as detailed in the Rolling Review Programme

4 Using analysis, create or review and update existing process maps IAW agreed modelling standards and conventions.

Volumetric: Min 3 Authority Reviews per year as detailed in the Rolling Review Programme

5 Produce and maintain a Scoping document, detailing coverage of relevant process.

Volumetric: Min 3 Authority Reviews per year as detailed in the Rolling Review Programme

6 Produce Control, Issue/Mitigation Register for all Authority processes identified on rolling review programme liaising with sS FPs and seeking assurance from the User Community identified within the process.

Volumetric: Min 3 Authority Reviews per year as detailed in the Rolling Review Programme

7 Produce Assurance Certificate upon completion of Authority review by liaising with sSFPs and the User Community for assurance on the process maps and Control Register.

Volumetric: Min 3 Authority Reviews per year as detailed in the Rolling Review Programme

8 Ensure process review documentation is version controlled, up to date and filed in the MOSS/SharePoint area.

Volumetric: For every process (TLA) review assigned in the Rolling Review Programme

9 Review Contractor Process Maps and Control Registers presented iaw the Rolling Review Programme.

Volumetric: Min 2 Contractor Reviews per year as detailed in the Rolling Review Programme

10 Notify Authority for update of hierarchy to reflect review completion

Volumetric: 1 PCMT017 per review

11 Capture Changes (as they occur) utilising CP's, Ops Bulletins as released and PCMT 002CF and 009CF, assess impact on the processes and amend accordingly in consultation with the "owner" of the process, and Authority Team Lead.

Volumetric: 1 PCMT002CF/1 PCMT009CF per change; Any map(s) amended as a result of change; 1 Control Register per change; 1 PCMT017CF per change.

12 Action each MooD Inconsistency Report and MooD Error Report for assigned TLAs.

Volumetric: For each error identified for assigned TLAs within the Report (Reports are currently produced Monthly)

13 Action the Centralised Issue Register for all assigned TLAs, sending responses back to Authority.

Volumetric: For each CIR entry for assigned TLAs (CIR is currently produced Bi-Monthly)

GENERAL

1 Attend monthly Check Point Meeting that will discuss progress against Rolling Review, team or individual concerns and priorities.

Volumetric: Written Progress Report to be submitted 2 working days before each meeting if the individual is unable to attend. Individual to attend each meeting, currently held the 1st Tuesday of every month.

2 Ad hoc tasking as directed by C1.