



Contractor High Level ICT Transition Plan

Timescales

Our high-level timescales for delivering IT services and change to the CRC are shown in Figure 1. The CMS prototyping phase is designed to be a formal feedback gate for the CMS implementation. Feedback will be gathered throughout the project as CMS is developed in an Agile way (in accordance with the Government Digital By Default Service Standard), the prototype will be a 'Version 0.1' for formal testing and feedback by operational teams. Pre-prototype systems will be available for testing interfaces such as to the NSPG prior to December 2014, dates are predicated on XML schemas, test systems etc being made available.

ICT organisation structure

ICT staff in the CRC will be organised and accountable to Interserve ICT governance as illustrated in Figure 2. ICT staff will report into the CRC Head of ICT, who in turn will report to the CRC Chief Executive, with governance and support being provided by Interserve ICT management. As applications and contracts are migrated to the Interserve ICT group function SLAs will be put in place between the group function and the CRC to ensure continuity of service and standards.

How strategy achieves operational efficiencies

More effective use of mobile technology will enable staff to input data wherever they are and reduce the amount of paperwork carried from meeting to meeting. The reduction in time spent keying in hand-written notes will free up more time for face-to-face meeting with cases, and the reduction in paperwork will result in more robust control of sensitive information, reducing the risk of security leaks. The CMS skills matrix is designed to ensure that cases are quickly allocated to staff with the most appropriate skills and experience, with the aim of reducing the number of times a case is 'swapped' to another member of staff.

How strategy achieves cost optimisation

We will reduce operational IT costs in staff time, software licensing and maintenance by retiring local applications where possible and moving services to Interserve corporate shared services. Helpdesk will be provided from the Interserve Group IT function, enabling more efficient use of resources. Unified communications will enable rationalisation of building estate by reducing reliance on individual locations and allowing staff to work more flexibly. The delivery model of our CMS and other IT improves the server estate management and reduces the number of physical devices needed to deliver ICT across the CRC.

Figure 1 IT Delivery high level milestones

