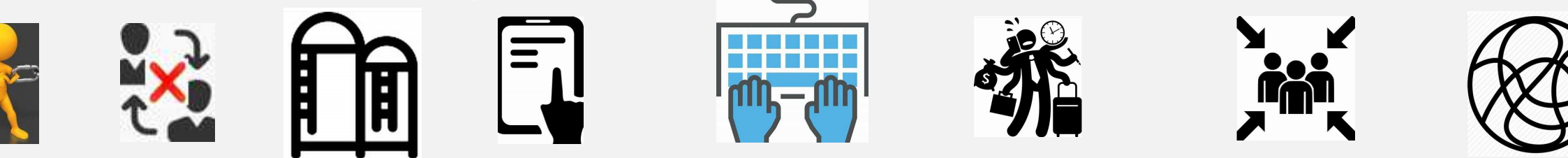


Housing Application Replacement – Housing Service Update

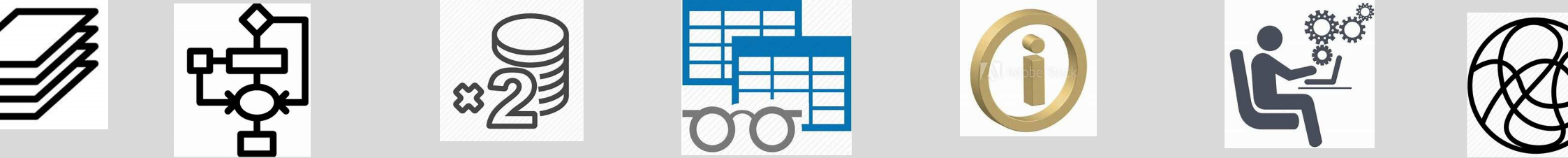
- 'As Is' – constraints and issues
- 'Short Term Solutions' – supporting the 'To Be'
 - 'To Be' – what we are working to achieve
- Organisational Change – Optimisation & Business Adoption
 - Project Organisation - Structure
 - High Level Plan
 - Achievements – In Progress – Next Key Tasks
 - Questions - Close

'As is' – Constraints and Issues

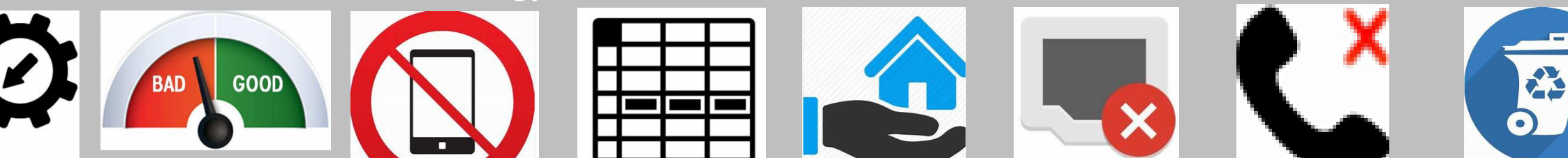
People



Processes



Technology





'Short Term Solutions' - Quick Wins - Supporting the 'To Be'

People

Reduction in multiple points of dependency

Increased Communication between Housing Teams

Common understanding of expectations from team members as change implemented.

Increased awareness of importance of consistent quality data

Job description reviews and updates in progress

Regular input from Team Member to Support and document and support 'To Be'

Processes

Case Types within Housing documented to support and meet the 'To Be' business need.

Use of standard software to reduce manual handing and rekeying of data. E.g. Direct Debits.

Visibility within teams that there are inconsistencies in the way cases and queries are being handled, captured and documented – wider common understanding.

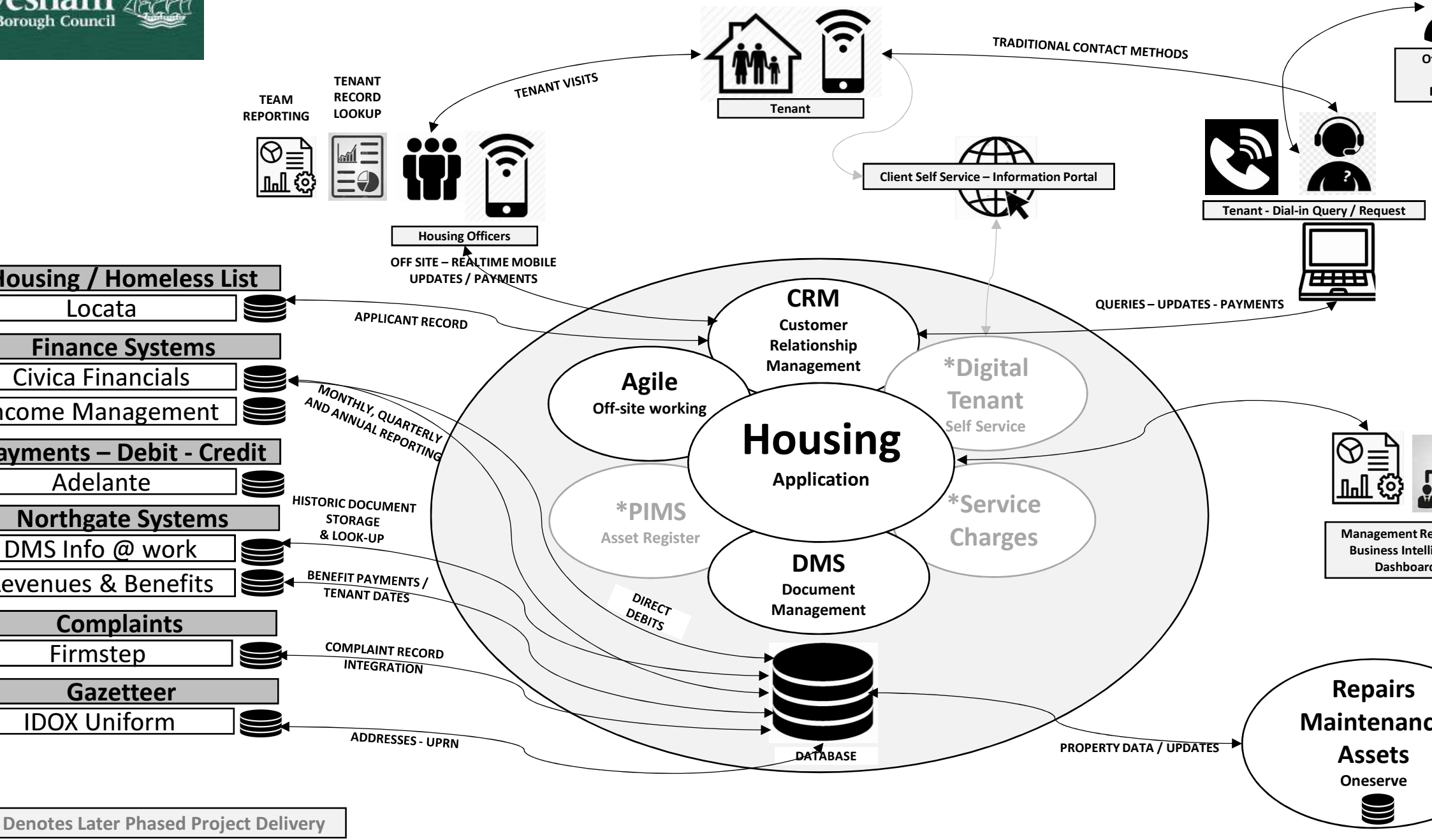
Technology

Use of available Applications – Oneserve to support Housing Officer e.g. work scheduling.

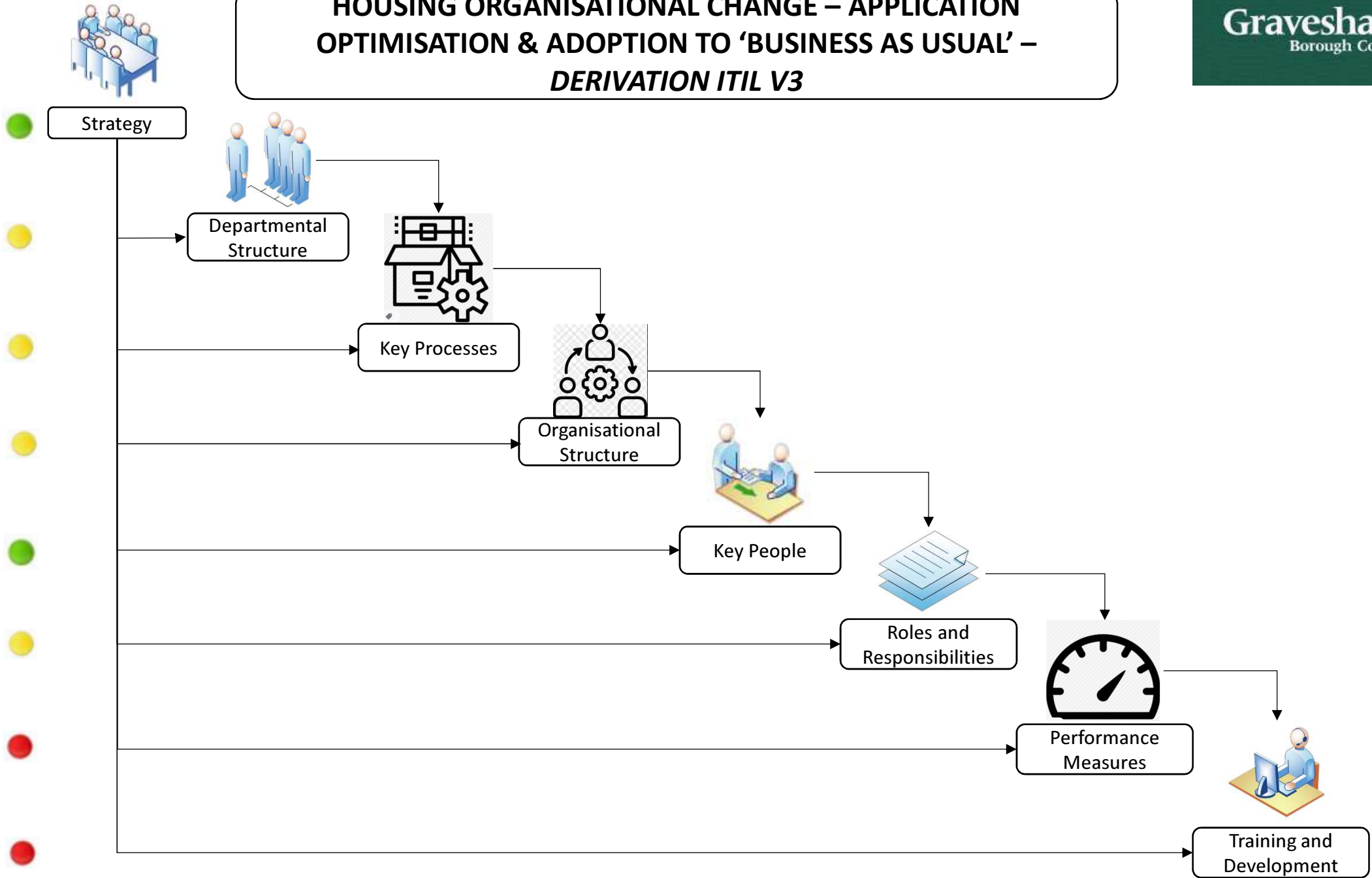
Allocation of mobile technology to team members – support working from home – voice provision

Use of available Software – Oneserve to support some mobile working – with online forms.

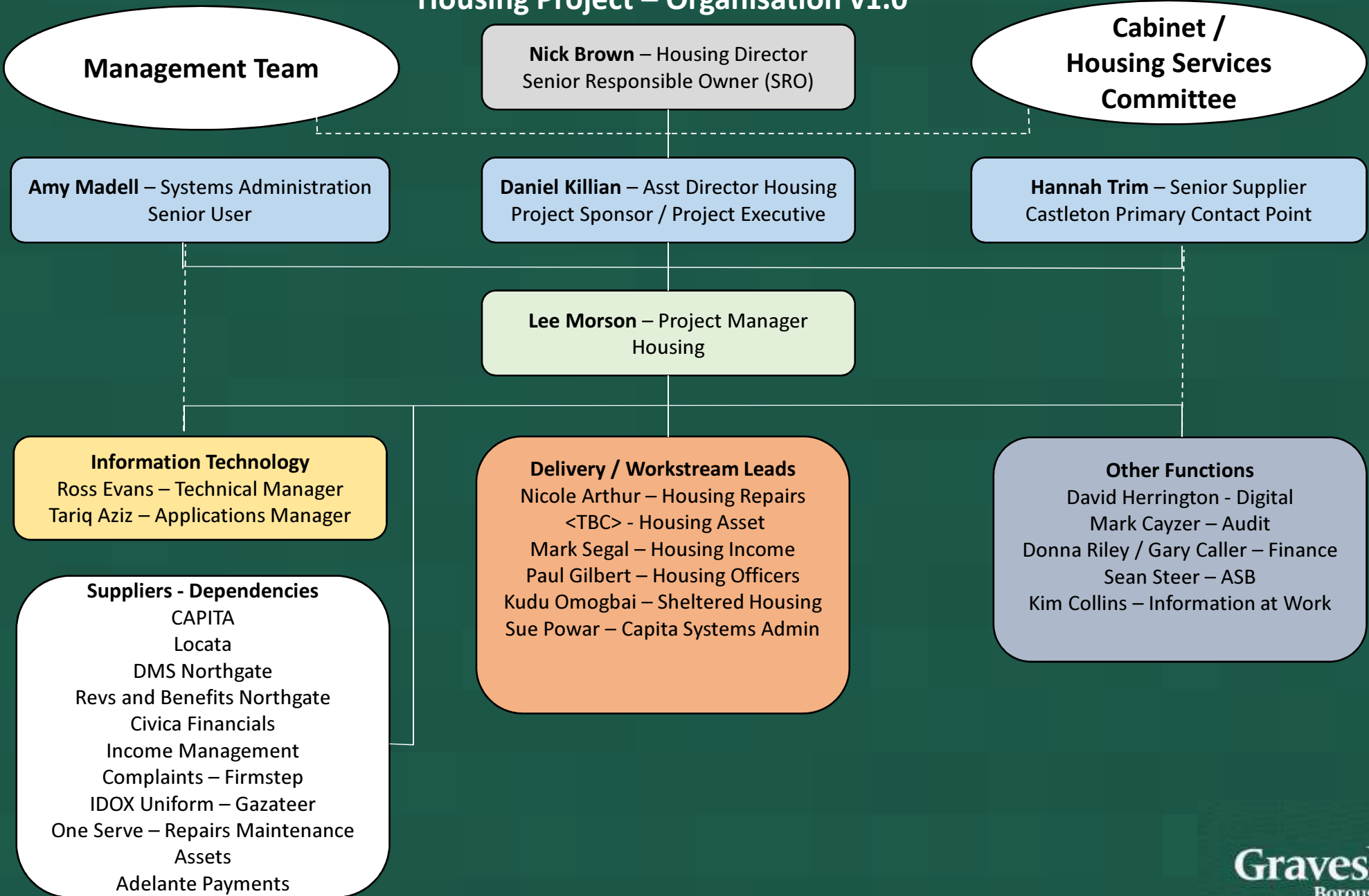
Application Migration 'To Be' – Tenant Centred Housing Delivery



HOUSING ORGANISATIONAL CHANGE – APPLICATION OPTIMISATION & ADOPTION TO ‘BUSINESS AS USUAL’ – DERIVATION ITIL V3

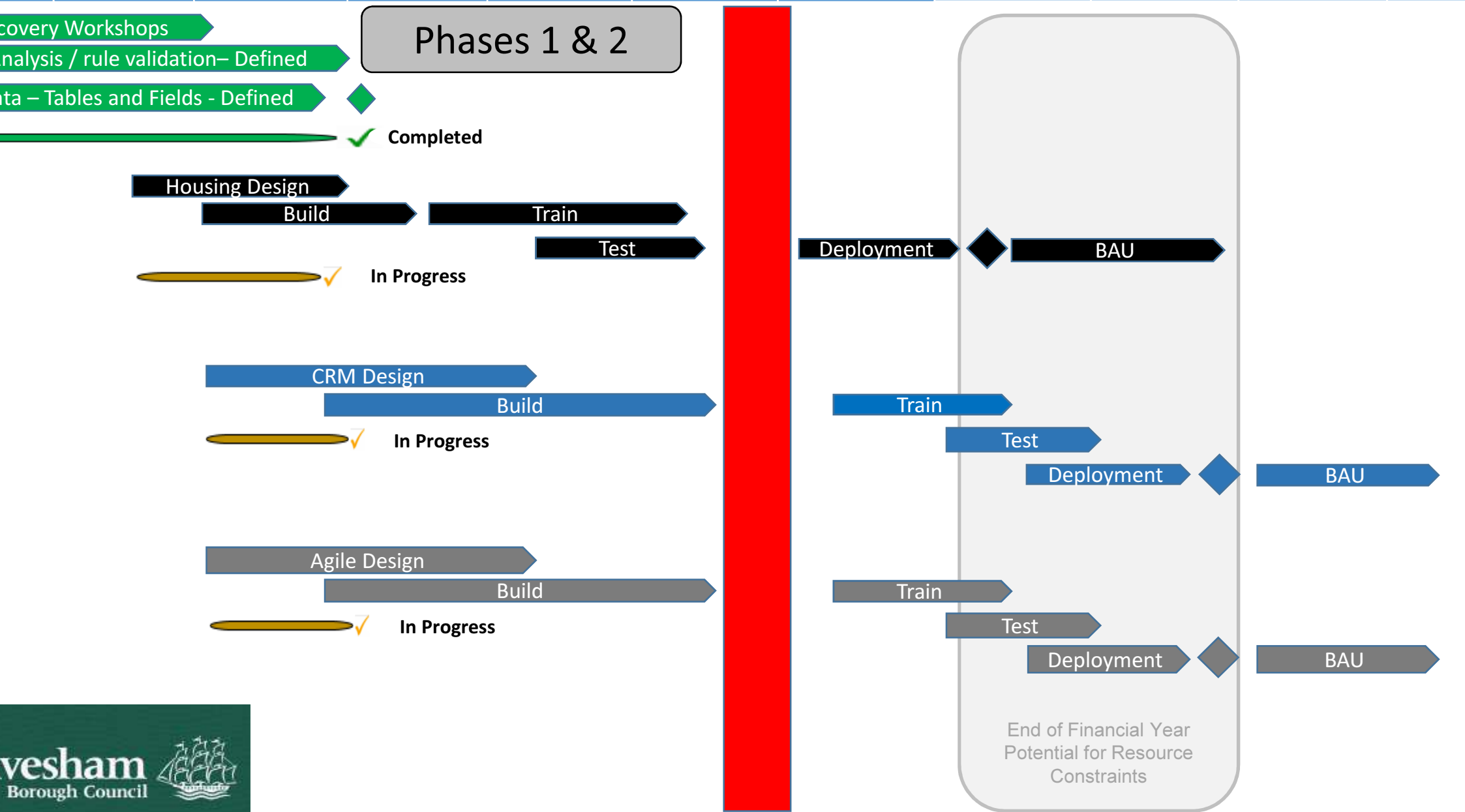


Housing Project – Organisation v1.0



2020 – 2021 Housing Replacement **Estimated** Timeline v0.4 Page 1 of 2

July August September October November December January February March April > May

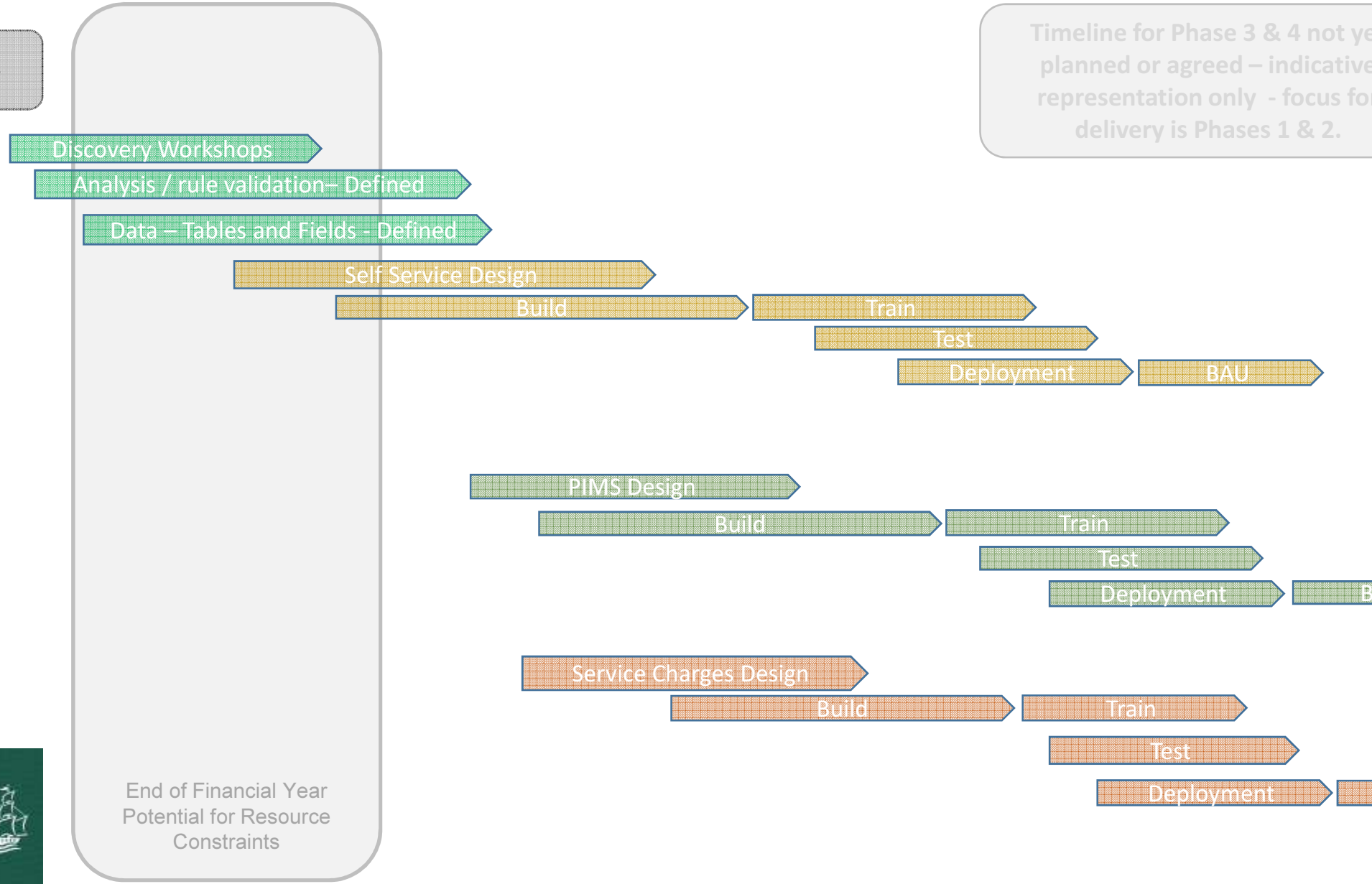


2020 – 2021 Housing Replacement **Estimated** Timeline v0.4 Page 2 of 2

December | January | February | March | April | May | June | July | August | September | >

Phases 3 & 4 >

Timeline for Phase 3 & 4 not yet planned or agreed – indicative representation only - focus for delivery is Phases 1 & 2.















End of Financial Year
Potential for Resource
Constraints

Milestones

Next Milestones – Housing – Phase 1	Estimated
Initial Data Loads for User Acceptance Training – UAT – In progress	September 2020
Pre System Training.	October 2020
User Acceptance Testing - UAT	November 2020
– No Go - Gravesham Sign-off	7th December 2020
Post Go Live Support	January 2021
Follow-on Actions – Enhanced Integration	>January 2021
Next Milestones – CRM (Workflow) & Agile (Mobile Working) – Phase 2	Estimated
Pre System Training	February 2021
User Acceptance Testing - UAT	March 2021
– No Go - Gravesham Sign-off	End of March 2021
Post Go – Live Support	April – May 2021
Follow-on Actions – Refined Workflow and Enhanced Mobile Application Development	>May 2021

Achievements – In progress – Next Key Tasks

Housing System Replacement	Status
Supplier Workshops – Taken Place	
Scoping Document – Housing, CRM & Agile completed	
Project Organisation – Team in place	
Joint Project Plan Developed – Weekly Review with Supplier	
Base Build – Housing, CRM & Agile – in progress	
'To be' Case management Types - Documented	
Case management workshop – in progress	
First Cut Data Load – in progress	
Housing Application - Training to take place	
De-duped - Cleansed Data Load – to be applied	
Functionality Testing – to take place – Housing	
User Acceptance Testing – to take place – Housing	

- Questions?
- Close