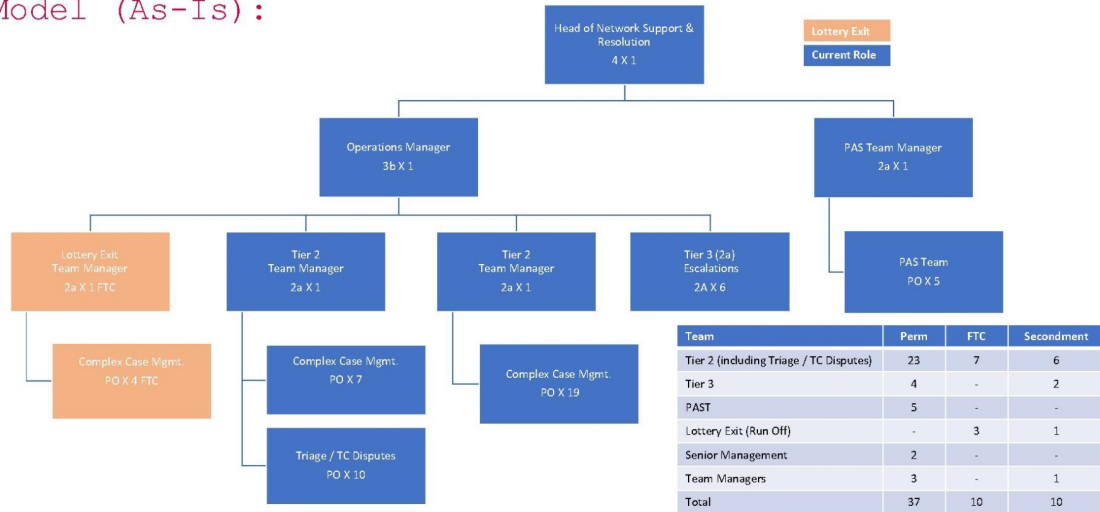


Network Support & Resolution:

Strictly Confidential

15 July 2024

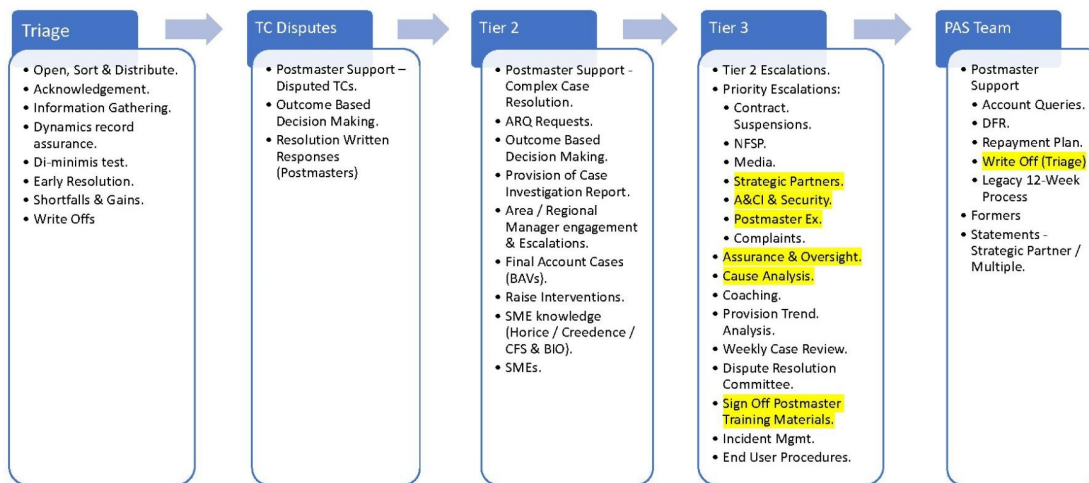
Current Network Support & Resolution Operating Model (As-Is) :



PLEASE NOTE - 20 members of the team are currently supporting on FTCs / secondments across the lottery exit programme (complete July end) and to reduce legacy aged position. Staff contracts will start to end from next month.

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Roles & Responsibilities:



Highlighted - denotes new ways of working (processes to be determined) or new incoming streams.

Strictly Confidential

