

Message

**From:** frontofficedeliveryPMO [REDACTED] **GRO**  
**Sent:** 15/04/2016 18:25:54  
**To:** Gill Tait [REDACTED] **GRO**; Richard James [REDACTED] **GRO**; Andy Thornton [REDACTED] **GRO**; Kevin Seller [REDACTED] **GRO**; Angela Van-Den-Bogerd [REDACTED] **GRO**; Michelle Downs [REDACTED] **GRO**; Matthew Keeffe [REDACTED] **GRO**; Julie George [REDACTED] **GRO**; John M Scott [REDACTED] **GRO**; Dawn Brooks [REDACTED] **GRO**; Marc Reardon [REDACTED] **GRO**; Jane E Smith [REDACTED] **GRO**; Shaun Turner [REDACTED] **GRO**; Ian Mealings [REDACTED] **GRO**; angela.saul [REDACTED] **GRO**; Angela James [REDACTED] **GRO**  
**Subject:** 10.03 Enhanced User Help & Support documents for SUF Sign-off  
**Attachments:** 10.03\_Enhanced\_User\_Help\_and\_Support\_BSDD\_v01.0\_20160415.docx; 10.03 Enhanced User Help and Support - Management Summary V2.2.pptx; 10.03\_Enhanced\_User\_Help\_and\_Support\_REQ\_v1.0\_20160415.xlsx; 10.03 Enhanced User Help and Support High Lvl Context V1.pdf; image001.png; image002.png

Dear all

Please find attached for your review the “Enhanced User Help & Support” documents for next Tuesday’s SUF.

At this meeting we will be seeking SUF members approval to submit the Outline BSDD and associated High Level Requirements to the IT Solution Design Authority (SDA) for IT Solutions Assessment. As such, SUF members need to be satisfied that the business requirements are sufficiently well articulated for this purpose, recognising that there will be further opportunity to shape the requirements and add detail before final sign-off at the end of the Assess phase.

Regards

Farhad



**Farhad Nikkhah**  
PMO Lead (BTT Programme)

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[REDACTED] **GRO**

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**From:** Shaun Turner  
**Sent:** 15 April 2016 18:13  
**To:** Farhad Nikkhah; Andy Thornton  
**Cc:** Dawn Brooks; Jane E Smith; 'angela.saul' [REDACTED] **GRO**; Neil P Haydock  
**Subject:** 10.03 Enhanced User Help & Support: SUF Documents

Farhad/Andy,

Please see the documents for **10.03 Enhanced User Help and Support** for next week’s SUF. Attached to this e-mail are:

- Management Summary slide deck

- Business Solution Design Document
- Requirements Catalogue
- High Level Context Diagram

I am on leave next week so Dawn Brooks will be the BRL representing this change in the SUF.

Regards

Shaun



**Shaun Turner**  
Business Readiness Lead (Operations)  
Business Technology Transformation Programme

**GRO**