

EUM TRAINING CONTROLS ENABLEMENT – GO/NO GO CRITERIA

Description

- Prohibited & Restricted Goods
- Mails
- Financial Services

PhasingPhase 1 (Prohibited & Restricted Goods)

Dates: 7 September - 1 October 2018

Scope: 2,000 new Branches (2,000 cumulative Branches)

Phase 2 (Mails)

Dates: 12 October – 5 November 2018

Scope: 5,000 new Branches (7,000 cumulative Branches)

Phase 3 (Financial Services)

Dates: 7-30 January 2019

Scope: 4,500 new Branches (11,500 cumulative Branches)

PHASE 1										
No	Functional Area	Criticality	Description	Associated Project Activity	Project Lead	Target	Of	By	Current RAG	Forecast RAG
Internal Business Processes										
	Training Control		?			Disabled	Branch-specific		?	G
	Training Support Model (interim)	High	?	Contracts variations drafted, agreed and implemented	Stuart Banfield	100%	Contract variations live	12 Oct 2018	?	G
	Training Support Model (enduring)	High	?	SLAs drafted, agreed and implemented	Stuart Banfield	100%	SLAs live	12 Oct 2018	?	G
	Atos live service desk ¹	High	Support Service model and required resources in place. Operational and service readiness complete for ch on switch-on of training control switch on.	Knowledge articles documented and trained in.	Jerry Wold	100%	Training Control service support available	7 Sep 2018	A	G
	NBSC	High	NBSC scripts drafted and signed off, operational and service readiness complete for switch on of training control.	Drafted, agreed and implemented	Shaun Turner	100%	NBSC scripts	7 Sep 2018	G	G
	HR Service Centre	High	HRSC scripts drafted and signed off, operational and service readiness complete for switch-on of training control.	Drafted, agreed and implemented	Shaun Turner	100%	HRSC scripts	7 Sep 2018	G	G
Documentation										
	Horizon on-line help	Medium	Updated Horizon screens accessible for all [x] users in line with Smart ID set up. Operational instructions circulated to all 2000 Branches .	Drafted, agreed and implemented	Shaun Turner	100%	On-line help pages	7 Sep 2018	G	G
	Branch Focus (various articles)	Medium	Required branch communications sent	Drafted, agreed and circulated	Lisa Mobley	100%	Requisite articles	7 Sep 2018	G	G

¹ Dependent on CDP contract

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			for operational 'you need to know this to do your job' information, eg launch of multiple login, local update of training records and central deletion of old HUIDs, and of course in run-up to training switch-on. On Branchfocus access to articles can be tailored to specific branches.							
Business Continuity/Disaster recovery										
	'Big Red' Button	Medium	EUM Disaster Recovery mechanism which allows the Training Controls to be switched-off corporately in the event of significant operational issues	Designed, tested and implemented	Graham Bevan	100%	Requisite functionality operational and applicable across the network	1 October 2018	G	G
Systems										
	Training reminders (Technical)	Medium	Horzin log-on message reminding individual users a fortnight in advance that training curricula is due to expire	Designed, tested and implemented	Graham Bevan				G	G
	Training reminders (Business process)	Medium	Horzin log-on message reminding individual users a fortnight in advance that training curricula is due to expire	Designed, tested and implemented	Shaun Turner			Phase 1 – 1 Oct 2018 Phase 2 – 5 Nov 2018 Phase 3 – 30 Jan 2018	G	G
	Old Horizon ID (Technical)	High	As the EUM solution rolls out to the Network and new HUIDs, linked to the users POIDs are created, there is a requirement to be able to logically delete the users old HUIDs at an appropriate time to prevent their continued use by the branch. When provided with a bulk list of Branch Codes Fujitsu shall delete all old HUIDs that are attached to DEF stock unit.	Designed, tested and implemented (phased approach)	Graham Bevan	100% disabled	Branches (Phases 1-3)	Phase 1 – 7 Sep 2018 Phase 2 – 12 Oct 2018 Phase 3 – 7 Jan 2019	G	G
	Old Horizon ID (Business Process)	High	Deletion of old HUIDs under the EUM solution is a phased approach. There will be a countdown of communications to branches, tracking of usage of old HUIDs and then a phased	Drafted, agreed and implemented	Shaun Turner	100% disabled	Branches (Phases 1-3)	Phase 1 – 7 Sep 2018 Phase 2 – 12 Oct 2018 Phase 3 – 7 Jan 2019	G	G

PHASE 1										
No	Functional Area	Criticality	Description	Associated Project Activity	Project Lead	Target	Of	By	Current RAG	Forecast RAG
			disabling of old HUIDs. This is required for full migration to Smart ID.							
	Concurrent log-in (Technical)	High	Concurrent login functionality shall enable the user to switch between multiple Horizon counters. To serve a customer on a different counter, they shall have the functionality to switch from the current task (on Counter A) to serve the customer (on counter B) and vice versa.	Designed, tested and implemented	Graham Bevan	100 % SMART ID deployed	Branches (Phases 1-3)	Phase 1 – 7 Sep 2018 Phase 2 – 12 Oct 2018 Phase 3 – 7 Jan 2019	G	G
	Concurrent log-in (Business Process)	High	As above (Technical) but within the Business Processes to include the usage scenarios such as back office functions and drop and go transactions.	Drafted, agreed and implemented Full training knowledge articles updated and circulated	Shaun Turner	100 % SMART ID deployed	Branches (Phases 1-3)	Phase 1 – 7 Sep 2018 Phase 2 – 12 Oct 2018 Phase 3 – 7 Jan 2019	G	G
	Restricted ID (Technical)	High	Current temporary solution for the Horizon users to log on to more than one counter at one time. Required to operate back office functions and drop and go transactions.	Full technical process documented, agreed and implemented.	Graham Bevan	100% removed	Branches (Phases 1 and 2 only)	Phase 1 – 7 Sep 2018 Phase 2 – 12 Oct 2018 Phase 3 – 7 Jan 2019	A	G
	Restricted ID (Business Process)	High	Current temporary solution for the Horizon users to log on to more than one counter at one time. Required to operate back office functions and drop and go transactions.	Full T-minus comms plan to countdown to removal of old RUID, with full operating instructions for branches. Knowledge articles for all support services. Tracking and monitoring of RUID usage at branch level.	Shaun Turner	100% removed	Branches (Phases 1 and 2 only)	Phase 1 – 7 Sep 2018 Phase 2 – 12 Oct 2018 Phase 3 – 7 Jan 2019	A	G
	Horizon training interface (Technical)	High	Data Integration between the three systems (EUM, Employee Central & LMS) to ensure clean and robust training data when training controls are switched on.	Designed, tested and implemented	Graham Bevan	100% deployed	Branches (Phases 1-3)	Phase 1 – 7 Sep 2018 Phase 2 – 12 Oct 2018 Phase 3 – 7 Jan 2019	G	G
	Horizon training interface (Business Process)	High	Support services are aligned with the training options for agents and access to training records where required.	Drafted, agreed and implemented Full training knowledge articles updated and circulated	Shaun Turner	100% deployed	Branches (Phases 1-3)	Phase 1 – 7 Sep 2018 Phase 2 – 12 Oct 2018 Phase 3 – 7 Jan 2019	G	G
	EUM	High	?	?	Graham Bevan	Integrated (severity levels?)	Branches (Phases 1-3)	15 Aug 2018	?	?
	Data Centre change	High	Fujitsu data centre changes must be approved and released for full	Designed, tested and implemented Fujitsu RAB and RAN approval boards	Graham Bevan	100%		11 Jul 2017	G	G

PHASE 1										
No	Functional Area	Criticality	Description	Associated Project Activity	Project Lead	Target	Of	By	Current RAG	Forecast RAG
			Fujitsu (EUM system changes) scope to be released into model office.							
Trained Staff										
	User training role	Medium	If a Counter staff user's "Essentials" training has expired or never been passed, current EUM functionality prevents the User from logging onto Horizon. New Training Role is required which shall allow users to logon to Horizon but only allow them access to the compliance training transactions, to re-gain access to Horizon to complete transactions.	Designed, tested and implemented Full training knowledge articles updated and circulated	Esther Harvey	100%	Users can self-serve	Phase 1 - 1 Oct 2018 Phase 2 - 5 Nov 2018 Phase 3 - 30 Jan 2018	G	G
Compliance training cycle (commencement)										
	Phase 1	High	Phase 1 for switch on of training controls module of Prohibited and Restricted Items. Batch of 2000 branches.	Full T-minus comms plan, confirmation of POID usage, and confirmation of old HUID disablement, subject to GE decision.	Esther Harvey	70% (cumulative)	Agreed Phase 1 Branches	7 Sep 2018	A	G
	Phase 2	High	Phase 2 for switch on of training controls module of Mails. Batch of 5000 branches.	Full T-minus comms plan, confirmation of POID usage, and confirmation of old HUID disablement.	Esther Harvey	70% (cumulative)	Agreed Phase 2 Branches	12 Oct 2018	A	G
	Phase 3	High	Phase 3 for switch on of training controls module of FS. Batch of 4500 branches (tail management and all other branches within this batch).	Full T-minus comms plan, confirmation of POID usage, and confirmation of old HUID disablement.	Esther Harvey	70% (cumulative)	Agreed Phase 3 Branches	30 Jan 2019	A	G
Compliance training cycle (completion)										
	Phase 1	High	Phase 1 for switch on of training controls module of Prohibited and Restricted Items. Batch of 2000 branches.	Full T-minus comms plan, confirmation of POID usage, and confirmation of old HUID disablement, subject to GE decision.	Esther Harvey	95% (cumulative)	Agreed Phase 1 Branches	1 Oct 2018	A	G
	Phase 2	High	Phase 2 for switch on of training controls module of Mails. Batch of 5000 branches.	Full T-minus comms plan, confirmation of POID usage, and confirmation of old HUID disablement.	Esther Harvey	95% (cumulative)	Agreed Phase 2 Branches	5 Nov 2018	A	G
	Phase 3	High	Phase 3 for switch on of training controls module of FS. Batch of 4500 branches (tail management and all other branches within this batch).	Full T-minus comms plan, confirmation of POID usage, and confirmation of old HUID disablement.	Esther Harvey	95% (cumulative)	Agreed Phase 3 Branches	30 Jan 2019	A	G

KEY

Classification and Criticality.

Each of the criteria are initially classified as either "hard" or "soft." The former are considered to be within the direct control of the EUM programme. The latter include the establishment of BAU governance arrangements, of which, the negotiation and agreement of supporting contracts between the various participants is an integral part. They also include work undertaken by individual participants internally to their own businesses.

The differentiation between "hard" and "soft" criteria will influence the means by which an assessment will be undertaken on the individual functional areas as well responsibility for providing actual progress information.

The criteria are also classified as either "critical" or "important". Criteria considered critical (the majority) have to be available at Go-Live. Criteria considered important may not by themselves, signal that a positive decision to Go-Live should not be taken. However, consideration will need to be given to the cumulative effect of non-availability.

Associated Project activity

Where possible, details of the relevant project work are provided. These are likely to be visible on the implementation plan with progress tracked through regular highlight reports

Target

Reflects the extent to which the functional area is expected to be available at the designated Go-Live date. Because of the inherent criticality of the functional areas, in most examples, a target of 100% has been selected.

RAG rating	Criteria
Green	The evidence provided shows that, for this area of scrutiny, there are no major outstanding issues that, at this stage, would appear to threaten delivery significantly.
Amber	The evidence provided shows that, for this area of scrutiny, there are a number of issues which require management attention. These appear resolvable at this stage and, if addressed promptly, should not present a project cost/schedule overrun.
Red	The evidence provided shows that, for this area of scrutiny, there are major issues, which at this stage do not appear to be manageable or resolvable. The project may need re-scoping and/or its overall viability reassessed.