

Pathfinder Programme - Customer Services Project

ID	Task Name	Duration	Start	Finish	2007												Jan	Feb	Mar	Apr	May	
					Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec									
1	Project Controls	31 days	Fri 18/05/07	Fri 29/06/07																		
2	Work with Sponsor/Project Board to develop clear Vision, identify risks and critical success factors	5 days	Fri 25/05/07	Thu 31/05/07																		
3	Create Project Briefs for Working Parties	5 days	Fri 25/05/07	Thu 31/05/07																		
4	Identify Project team/resource	3 days	Tue 29/05/07	Thu 31/05/07																		
5	Create and maintain a communications plan	1 day	Thu 31/05/07	Thu 31/05/07																		
6	Create and manage Risks, issues and change logs	10 days	Fri 18/05/07	Thu 31/05/07																		
7	Develop and initiate Team activities	10 days	Fri 18/05/07	Thu 31/05/07																		
8	develop project proposal for the project (this activity must include risk workshop, business case, etc)	5 days	Mon 11/06/07	Fri 15/06/07																		
9	Create initial Plan	5 days	Mon 25/06/07	Fri 29/06/07																		
10	Develop proposal/PDD	3 days	Wed 27/06/07	Fri 29/06/07																		
11	Identify cost/benefits of project	3 days	Wed 27/06/07	Fri 29/06/07																		
12	Recommend and obtain budget for initial project phase and resources	5 days	Mon 25/06/07	Fri 29/06/07																		
13	Prepare 'skeleton' Project Definition Document (PDD)	4 days	Tue 26/06/07	Fri 29/06/07																		
14	Gain approval for project proposal from JIB	0 days	Fri 27/07/07	Fri 27/07/07																		
15	Startup Phase	46 days	Fri 25/05/07	Fri 27/07/07																		
16	Project team to identify initial resources required, both internal and external	3 days	Tue 29/05/07	Thu 31/05/07																		
17	Programme regular meetings of project team	2 days	Wed 30/05/07	Thu 31/05/07																		
18	Project Team familiarisation (visits to each centre/workshop)	40 days	Mon 04/06/07	Fri 27/07/07																		
19	Each council to identify their representative for the project team	5 days	Fri 25/05/07	Thu 31/05/07																		
20																						
21	Vision Phase 1 - Clarify approach	10 days	Wed 06/06/07	Tue 19/06/07																		
22	Risk Identification	13 days	Wed 06/06/07	Fri 22/06/07																		
23																						
24	Research Phase	82 days	Wed 06/06/07	Thu 27/09/07																		
25	Customer Demand Research	20 days	Wed 06/06/07	Tue 03/07/07																		
26	Customer Metrics Research	20 days	Thu 19/07/07	Wed 15/08/07																		
27	'Learning from others' Research	20 days	Thu 19/07/07	Wed 15/08/07																		
28	customer survey?	20 days	Fri 31/08/07	Thu 27/09/07																		
29																						
30	Analysis Phase	45 days	Fri 28/09/07	Thu 29/11/07																		
31	Gap analysis	45 days	Fri 28/09/07	Thu 29/11/07																		
32	SWOT/PEST/other Analysis	45 days	Fri 28/09/07	Thu 29/11/07																		
33																						
34	Vision Phase 2	30 days	Fri 28/09/07	Thu 08/11/07																		
35	Vision development and workshop	20 days	Fri 28/09/07	Thu 25/10/07																		
36	Finalise and Agree Vision	10 days	Fri 26/10/07	Thu 08/11/07																		
37																						

Project: CSS Project Plan_Draft_0.0 Date: Wed 25/07/07	Task	Milestone	External Tasks	Split	Summary	External MileTask	Progress	Project Summary	Split
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Pathfinder Programme - Customer Services Project

Appendix F
Appendix 2

ID	Task Name	Duration	Start	Finish	2007											
					Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
38	Planning Phase	75 days	Fri 30/11/07	Thu 13/03/08												
39	Combine Analysis/Vision and create Plan, Develop Implementation Plan, ID 'quick wins' and Populate PDD	75 days	Fri 30/11/07	Thu 13/03/08												
40																
41	JIB Approval to Proceed	0 days	Tue 01/04/08	Tue 01/04/08												
42	Form Implementation Project Board and 'handover'	10 days	Tue 01/04/08	Mon 14/04/08												
43	Implementation Phase	1 day?	Tue 15/04/08	Tue 15/04/08												

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Task		Milestone		External Tasks	
Split		Summary		External MileTask	
Progress		Project Summary		Split	