Transport for Buckinghamshire - Milestone Plan

Project Customer journey

March
- Present proposals to Strategic Board and member working group

April
- Parking process review
- Streetworks process review
- Communicate in PDR's objective for accountability for logging all work on system

May
- HUB Matrixes Implement process for 'Live updates'
- Email in box rationalisation activity
- Complaints Guidelines for Depots>recommunicate
- Review media governance
- Fax Machines re-direct to MFD's

June
- Develop, train and implement use of TfB standard templates wording
- Commence WEB/SIC Overhaul review
- Mailbox and Phone calls Governance and etiquette training
- Business case for 29 June - Strategic Board
- Develop benefit realisation
- Decision on potential Street Gazetteer custodianship handover to TfB
- Develop, train and implement revised VIP mailbox process
- Review Mobile phone Report It App

July
- Symology Close down
- Symology Close Contract SIO
- Licence process review - linked to E-commerce
- Post centralisation (NCO)

August
- From 1st CONFIRM monthly reports update volumes on circular diagram
- BMS update with all process flows, procedures, version controlled and naming conventions in place
- Web reporting tool review and improvement proposals
- Petitions (Dem Services) Train on Confirm
- FOI Team Train on Confirm
- Web/SIC updates implement

September
- Review LAT experience with CONFIRM & impacts on ways of working
- TfB /BCC Insurance process implementation
- Review walk in depot process, education piece-other routes (safe for cash)
- TfB & Bucks CC Insurance Processes Re-design
- Launch 'Track it' web tool to public
- Road safety team review
- Parking, street works licences, invoicing reviews, train, implement

October
- Review BCC Complaints Team for TfB
- Remove depot courier
- Post centralisation (HC/AM/GL)

December
- Printing out customer ltrs , centralise to NCO printer where all printed, enveloped and dispatched centrally
- Review impacted changes

Confirm

March
- CONFIRM Procedures for stand alone Marc E to update us
- CONFIRM Reps gathering
- CONFIRM 1st extract delivered

May
- CONFIRM assign Champions across TfB
- CONFIRM LAT swap Essex/Bucks
- Develop process for monthly Quality report

June
- CONFIRM LAT Processes Training
- CONFIRM LAT Tablet Training
- CONFIRMTraining Roll-out Depots(HInsp/LATs NCO(Centre/TfB/Bucks Client/ Bucks Ins Team)
- CONFIRM Final Extract Delivered
- CONFIRM Develop Implement Automated MI
- CONFIRM system "Go Live"
- CONFIRM Training Depots
- CONFIRM 2nd extract delivered
- CONFIRM interface with GIS, Gazetteer, Elgin requirements and testing
- CONFIRM UAT
- CONFIRM assign "super users"

July
- Symology Close down
- Symology Close Contract SIO
- CONFIRM user group-Joint with Essex CC
- CONFIRM develop & implement integrity reports (to action duplicate records, errors)

August
- CONFIRM commence running integrity reports, train and implement process for TfB staff
- CONFIRM Workzone UAT
- CONFIRM Workzone training
- CONFIRM Run 1st monthly reports
- CONFIRM/FIRMSTEPS: discuss integration with other authority or company that has both systems
- CONFIRM training to members, parish clerks etc,
- CONFIRM develop automated member reports and dash-boards for their areas

September
- CONFIRM update TfB Asset register on system
- CONFIRM Workzone Implementation
- CONFIRM set up web portal (support across users across authorities, companies)

October
- Investigate emails re-direct to CONFIRM to be auto scanned into system
- CONFIRM Interface CRN

BCC Organisational

April
- Future Shape "Go live"

May
- C-Talk Training
- C-Talk Implementation

June
- Firmsteps training for Contact Centre

July
- Firmsteps CRM Implementation

September
- Corporate CRN System Implemented in TfB
- E-Commerce Go Live