

Customer Knowledge Project Status Report



Project Name	Customer Knowledge	Project Manager	
Project Stage	Initiation - Shape & Plan	Project Lead	Anica Goodwin
Date	22/02/2011	Executive Sponsor	Strategic Advisory Board

Section 1: SUMMARY STATUS

Costs	Benefits	Deliverables	Resources	Risks	Issues
G	A	A	A	A	G

Section 2: BUDGETS & COSTS

Approved Budget	Spend to Date	Forecast Spend	Variance
£ 29,900.00	£ -	£ -	£ -
Commentary	Secondee left seconding organisation. Project manager not required at this time.		

Section 3: PROGRESS SUMMARY

1. Tender for Customer Segmentation Toolset published 4th February 2011
2. Partners who have expressed an interest in purchasing the toolset are: SCC, Staffs Police, Newcastle-under-lyme Borough Council, Lichfield District Council and Cannock Chase District Council.
3. Closing Date for responses from potential suppliers 23 Feb 2011.
4. Evaluation team identified to review tenders.
5. Date for tender award scheduled for 28th March 2011.

Section 4: ITEMS REQUIRING SAB ATTENTION

N/A

Section 5: PROJECT PLAN

Life Events Project	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	RAG
Obtain Resource	<input type="checkbox"/> Project Board	<input type="checkbox"/> Project Team - Communications	<input type="checkbox"/> Project Team - Improvement Champions									☺
		△ Project Team - ICT										☹
			△ Project Management / Transformation Facilitator									☹
Baseline					○ Record current demand for service							☺
					○ Document measures used							☹
						○ Process Maps / CJM / Certificate Req						☹
						○ Service Constratins						☹
Redesign							○ Predict Demand					☺
							○ Remove Waste/Failure					☺
							○ Create Measures					☹
							○ Map Process					☹
							○ Challenge Redesign					☹
							○ Create Consistent Service					☹
Implement								○ Implement Redesigned Service				☺
								○ Training				☺
								○ Go-Live / Service Launch				☹

Key to symbols

Original Milestone

Latest Forecast

Completed



Key to RAG status

Milestones on target

Date at risk, but plan in place to resolve

Milestone missed/no plan to resolve/no information