



Project Progress Report

HR Transformation Delivery

Report for the Period: to 24th July 2009

Agenda Item 3 Appendix A

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1. Management Summary and RAG Status

RAG Status	Green
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The HR aspect of the Transformation is running smoothly and is on schedule for the transition of work to the Business Centre.

L&D Transformation has been re-classified as a project in its own right (HR Major Project Board 29th June 2009) so has been removed from the scope of this project.

2. Project Status

Budget & Spend

The revenue budget for 2009/2010 comprises:

	Budget	Spend to P4	Forecast
Project & Transition Costs	£1,460k	£393k	£1,260k
HR VSS & Redundancy Costs	£378k	£191k	£379k

A new budget code has been set up for L&D Transformation and the current expectation is that the £200k underspend will be transferred into that budget to cover the project and transition costs.

There will be significant L&D VSS and redundancy costs that will also need to be funded.

HR Organisational Restructure

There has been 1 leaver under VSS in the last month and 2 people from the 'At Risk' pool have been appointed to new roles within BTP. In addition, 1 temporary HR Recruitment team member has left at end of contract.

1 person who had taken up a re-deployment opportunity has elected not to continue (within the 4 week adjustment period) and is now leaving under VSS.

There are currently 13 HR staff in the 'At Risk' pool and 9 of these have VSS.

The HR Business Centre still have 3 vacancies remaining which they are actively recruiting for.

IT Infrastructure

The HR Business Centre staff began using the Case Management system w/c 13th July 2009. There are still a few teething issues with the configuration that need to be resolved with the supplier.

The Automated Call Distribution system is now fully operational. There were a few minor glitches which were addressed 16th July 2009.



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There have been major delays with the installation of regular telephones. This was escalated to Andrew Watson and was finally resolved 15th July 2009.

Although there have been concerns regarding network performance, there have been no reported problems over the last month.

HR Express

On-going development of HR Express is now embedded within the HR Performance & Strategy team.

HR Transition

The transition of Recruitment from FHQ to the HR Business Centre is on schedule for 3rd August 2009. A few of the London team will be spending some time in Birmingham to support the transition. All the London temporary recruitment staff will be concluding their contracts at the end of July 2009.

FHQ HR are on schedule to transition on 27th July 2009. Some of the London team have found alternative opportunities within BTP so will be available for additional support if required.

The transition plan for the remaining HR Teams to the HR Business Centre remains as follows:

- LN HR – 24th August,
- LS HR – 21st September,
- LU HR – 26th October.

3. Variations Against Plan

The following table provides a summary of all variations against key planned activities, milestones and deliverables.

Planned Activity/Milestone/deliverable	Completion Date in Project Plan	Current Estimated Completion Date	Explanation of any variance
HR Transformation Delivery Project Re-focus	1 Aug 2008		
HR Organisational Restructure			
Match & Slot to PSG8	28 Aug 2008	28 Aug 2008	Completed
Match & Slot Remaining	Dec 2008	20 Oct 2008	Completed
Internal Business Partners (BPs) Posted		4 Dec 2008	Completed
All HR Mgmt Posts filled		Mar 2009	Completed
All BPs Appointed		23 Mar 2009	Completed
Business Centre (BC) Recruits Start	Feb 2009	1 Jan 2009	Completed
BC Mgmt Posts filled	May 2009	1 Jun 2009	Completed – Interim Service Desk Mgr
1 st Wave BC Posts filled	May 2009	1 Jun 2009	Completed
All BC Posts filled		Aug 2009	
Wellbeing			Completed
Facilities & Estates (7th Floor Axis House)			Completed
IT Infrastructure			
Select Automated Call Distribution System	1 Aug 2008	1 Aug 2008	Completed
Select Case Management System	29 Aug 2008	29 Aug 2008	Completed
Order Hardware		Nov 2008	Completed
Implement Case Mgmt System	Apr 2009	May 2009	Completed
Implement Call Handling System	Apr 2009	May 2009	Completed
Interim Phone Solution on 1 st Floor		Feb 2009	Completed
Printer Moved from 1 st Floor		6 June 2009	Completed
New Printer Installed		29 Jun 2009	Completed



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ACD Phones Operating Correctly	1 Jul 2009	16 Jul 2009	Completed
Standard Phones Installed		15 Jul 2009	Completed
Case Mgmt System used by HRBC	6 July 2009	13 July 2009	Completed
Network Capacity Enhanced		tba	May not be required
Plasma Screens Operational (facilities)			
Projector Installed in Conf Room (Facilities)			
Business Performance			
Business Processes			
As Is Process Mapping	30 Sep 2008	10 Oct 2008	Completed
To Be Process Mapping	31 Dec 2008	Jan 2009	Completed
Services Directory	Jun 2009	Jul 2009	Top 10 Processes
Personal Files			
Agree Format & Structure	24 Oct 2008	31 Oct 2008	Completed
Order Filing System	24 Oct 2008	Apr 2009	Completed
NW Files cleansed		End Mar 2009	Completed
WW Files cleansed		End Feb 2009	Completed
NE Files cleansed	End April 2009	1 June 2009	Completed
SC Files cleansed	End April 2009	5 Jun 2009	Completed
FHQ Files cleansed	3 Jul 2009	24 Jul 2009	Completed
LS Files cleansed	Aug 2009		
LN Files cleansed	3 July 2009		
LU Files cleansed	End Jun 2009		

4. Risks and Issues for Attention of HR Major Projects Board

Major Risks

- Failure to improve service delivery,
- Lack of buy in from across BTP,
- Resources to continue rapid development of HR Express.

5. Planned Activities for Next Period

Transition

- Complete transition of Recruitment to HR Business Centre,
- Transition FHQ HR to HR Business Centre,
- Plan transition of LN & LS HR to HR Business Centre.