UK Link Documentation Move

Lessons Learnt Update

10/09/2015

Background

- Xoserve were required to move the UK Link Documentation site from Extranets.

- The documentation was initially planned to be hosted on SharePoint.

- User feedback stated that SharePoint was not an appropriate option.

- The documentation was subsequently moved onto Xoserve.com.

- Xoserve received feedback that during the project messages were confusing, timescales were short and there were issues upon implementation.

- As a result of this Xoserve produced a lessons learnt document. This presentation is feedback from the lessons learnt 6 months on.

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"Where possible Xoserve should seek options to host documentation and avoid reliance on external service providers"

• The documentation is currently hosted on Xoserve.com by Xoserve therefore there is no reliance on external service providers.

• Feedback provided to date is that the webpage is difficult to search on.

• We have requested User feedback to improve this and are going to explore options to host the documentation elsewhere in the future .

"Changes are best led with clear project teams and a defined project manager role. In future changes should be handled by a project team"

- To date all projects have been initiated with a project team, clear project manager and a project sponsor.

- Prince 2 methodology is adhered to.

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During this change there was a lack of understanding regarding the governance of UKLC. Awareness sessions are required to understand UKLC timeframes – UKLC Master classes have been introduced across the company to increase knowledge and understanding of UKLC and the governance surrounding it. We have also posted details of the UK Link Committee processes on our Intranet site.

- To date 8 master class sessions have been run internally, with them continuing on a monthly basis.

- There was an article detailing the process on our intranet site for 1 month.

- BICC developed a process map for use throughout the company.

- UKLC has been added into project assurance.

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Any future changes to UK Link Documentation will be internally reviewed to ensure the relevant teams identify the files that will need password protection at the outset of a change.

- The Service Development team is maintaining a central library with all check in and check out functions to ensure all documentation is monitored.

- The team who upload onto Xoserve.com does not do so without approval from the Service Development team. The team flag any documentation whereby passwords are required.

- N.B. On occasions the documentation updates can be delayed based on the size and level of change.

In the future all change milestones will be planned and communicated with defined timeframes, with all solutions being considered and input solicited from stakeholders with clear communication channels.

• New roles within the business have been created 'Customer Change Business Partner' specifically to create communication plans and strategy's during projects to lead external stakeholders on the journey.

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