let us know we are getting it right.

FEEDBACK

As we develop the service or product we'll

need your feedback at different stages to

CLASSIFYING THE WORK We'll assess the idea as a project, programme or small piece of work dependent on its complexity. Small pieces of work get allocated to our Technical **Design and Build Team and we** will let you know the timescale for completion.

1. DISCOVER

You'll work with a Technology Partner from Business Change and Engagement on the idea you have. We will ask you to complete a **Customer Requirements Form that** gives us an idea of what you want, the timescale, what the benefit will be and how important the work is.

> **PROJECT REVIEW GROUP ICT Management Team will meet** to assess the work, ensure we've got the solution right and approve for the design stage.

> > 2. DESIGN

You'll work with a Project or Programme Manager as we design the product or service. Business Analysts will elicit detailed business requirements. Your project or programme manager will work with Technical Design and Build colleagues. ICT Operations will consider

We'll assess security and information management implications

Together we will

work on a

project and

resource plan

and full Business

Case

ICT Operations will look at what the change means for the ICT estate.

COMING UP WITH THE SOLUTION For projects and programmes our **Solutions Build Group will meet to** look at what the right solution is.



PROJECT BRIEF We'll work up a Project Brief with you that summarises the solution, the business benefit, timescale, scope, outline cost and what it will take to deliver.

> We'll establish a Project Steering Group or link in with governance you already have in place.

infrastructure implications of the change.



We'll complete a Stage 1 Design with our Technical Design and Build

colleagues.

ICT's Project

Review Group will

assess whether the

work is ready for

the Develop stage.

PRIORITISING

We'll work with you to ensure the request has corporate, departmental and ICT support and is seen as a priority. In some cases, projects with a low priority may not be delivered or will take longer.

BUSINESS ANALYSIS Our Business Analysts will work with you to scope the work, undertake a cost benefits analysis and look at your business work flows.

Nottinghamshire

County Council

ICT have a four stage process for the

delivery of Projects and Programmes.

Discover \rightarrow Design \rightarrow Develop \rightarrow Deploy

PROJECT MANAGEMENT

methodology best suited to the work. We use PRINCE2, Agile, Waterfall, Scrum and MSP for programmes.

We will use a Project

Management

3. DEVELOP

You'll work with a Project Manager and Technical Design and Build to develop the product or service.

TESTING

We'll test the product/service together both internally and with customers where needed.

SIGN OFF

FULL DESIGN

design and allocate to our

We'll complete a full

Technical Specialists.

Once you're happy with the product/service, we will ask you to sign it off ready for deployment.



4. DEPLOY

Once you're happy the product or service is ready for launch, you'll work with your Project/Programme Manager to plan the deployment together and complete the process of handing over to ICT operational delivery.

CHANGE ADVISORY BOARD

Our Change Advisory Board will ensure safety, security and compliance issues are resolved and in place to transition into operational delivery.



DEPLOYMENT SPECIALISTS **Our Deployment** Specialists will support new users, offering computer based training, floor walking and other support appropriate to the service or product.

PROJECT REVIEW GROUP

ICT Management Team will review performance of the project, identify follow on actions and note lessons learned for future work.