

Tasks	Owner	Status	Comments
Determine stakeholder needs (customer)	BIT	✓	
Determine stakeholder needs (ICT)	BIT	✓	
Determine stakeholder needs (Breckland)	BIT	✓	
Create Business Case	BIT	✓	
Create Project Document	BIT	✓	
Project Document approval	Project Sponsor	✓	
Determine processes with Steria	BIT	✓	
Determine processes with ICT Project	BIT	✓	
Determine processes with ICT Web	BIT	✓	
Determine Processes with ICT Member	BIT	✓	
Determine grouping of work	BIT/ICT	✓	
Determine case fields	BIT	✓	
Determine task data	BIT	✗	Scheudled for 07/01/11
Determine peformance measures	BIT	✗	
Training for e-form configuration	BIT	✗	Scheduled for 15/01/11
Creation of intranet pages	ICT Web	✗	
Creation of intranet content	ICT Web	✗	
Creation of intranet FAQs	ICT	✗	
Configuration of classifcations with CRM	BIT	✗	
Configuration of script flow	BIT	✗	
Configuration of case forms	BIT	✗	
Configuration of queues	BIT	✗	
Configuration of users	BIT	✗	
Configuration of e-forms	BIT	✗	
E-forms linked to intranet page	ICT Web	✗	
User Acceptance Testing Steria	BIT/Steria	✗	
User Acceptance Testing ICT Project	BIT/ICT	✗	
Training of customer staff	BIT/Customer	✗	
Training of ICT staff on LAGAN and processes	BIT/ICT/Steria	✗	
Marketing plan/awanress campaign	Kevin Taylor	✗	
Migrate to live enviroment	BIT	✗	
Go live	BIT	✗	
Determine report requirements	BIT/ICT	✗	
Configure report requirments	BIT	✗	
Training on using LAGAN BI	BIT/ICT	✗	
Sign off	BIT/Kevin Taylor	✗	
Total Complete 33.3%			