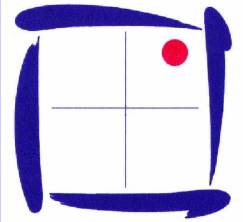


## Case Study: Implementation – The Route Map to Success



### The Challenge

With the support of ValueAdding.com, South Kesteven District Council has recently opened a new Customer Service Centre.

Our challenge was to:

- Provide implementation support, supervision and leadership to the Modernisation Team, who are responsible for service transition
- Guarantee efficient transfer of services to the Centre
- Ensure that management and back office staff were fully aware of and 'bought into' the changes
- Drive the projects forward - ensuring aggressive implementation timescales were met.

### The Solution

To support the team 3 days per week following our proven 'Implementation Route Map'.

Our step by step approach enabled the newly appointed Team to become familiar and confident with the vital stages of the implementation process.

### Step by Step to Successful Implementation

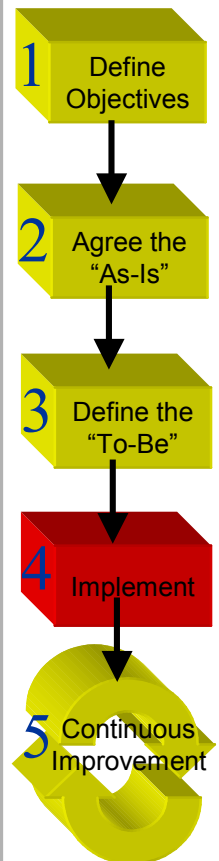
At ValueAdding.com, it's a saying that we use time and time again: "The hardest part of any project is the implementation stage". The 'implementation stage' is the 4<sup>th</sup> step of our 5-step route map for process improvement. However, this is the step that's most commonly overlooked by Local Authorities. All too often the vision is clouded by "the day job" and the improvement report lies dormant in a file in "Admin".

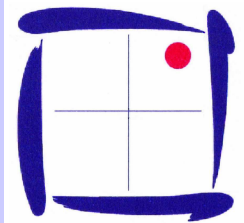
Having worked with the Modernisation Team throughout step 1, 2 and 3, SKDC asked us to support them in that crucial 4<sup>th</sup> step.

Ian Yates, Corporate Director of Operational Services at South Kesteven said:

"ValueAdding.com had done an excellent job in the 'As-Is' and 'To-Be' stage. This included transferring the skill sets required to the Modernisation Team and driving this first stage through to completion. It was an obvious choice to continue to work in partnership using ValueAdding.com to manage the 'Go-Live' projects in Environmental Health and Building and Development Control. We just don't have the time capacity in house to focus on implementation and to pull it all together. It's true to say that the projects just wouldn't have been completed on time without that external 'drive'".

### The VA Process Improvement Route Map





## Our Implementation Route Map

Because we believe that implementation is so important we have developed a second route map for use by our consultants and clients.

Using effective project management techniques (in line with PRINCE2), our map covers the vital stages of any implementation project. Compliment this with the commitment and drive of our skilled team and it becomes a "Route Map to Success".

### Key Deliverables 'En Route'...

- Project initiation, including scoping documents, risk assessments, milestone/project plans and change readiness assessments
- Enforcement of the Service Managers role as "Service Champion"
- Comparison of the As Is and To Be processes and agreement of the changes. An interim and longer term 'To Be' may need to be agreed at this stage
- Delivery of communication programmes including 'Awareness and Engagement' sessions for all Council staff
- Scripting and testing of the newly designed processes into the CRM (Customer Relationship Management) system ( For Contact Centre Only)
- Development and delivery of training programmes for all staff directly affected by the change
- A Service Level Agreement between the front and back office, or the Service Managers and the Change Team which includes clear process measures and targets
- 'Dummy run' procedures to ensure staff and IT systems are fully prepared for 'Go Live'
- Establishment of Continuous Improvement teams to ensure progression towards the final 'To Be' vision and monitoring of any post 'Go Live' issues

### Benefits of the Implementation Route Map

- Projects are delivered on time
- Service staff are fully engaged throughout implementation
- Service Managers 'champion' the project
- The Council develops a corporate approach for future implementation projects.

### The VA Implementation Route Map

