

Isle of Wight ContactPoint Project Plan 3: Period Oct 08- Nov 09 (Deployment Slot 2 June 2009) v0.1

Key:

Black = DFES project milestone for completion

Green = task achieved or in hand

Amber = task in planning/intended start time

Red = task slippage against milestones or requiring attention

Blue = expected Deployment of ContactPoint to Isle of Wight to ContactPoint Team

Purple = expected rollout to users

Project Strands:

- [Sponsorship](#)
- [Project Management](#)
- [Communication](#)
- [Change Management](#)
- [Training](#)
- [Data Sources](#)
- [Helpdesk and Support](#)



Project Area	Deliverables: Blue = Readiness Requirement Black=National Milestone Pink= Locally defined task	Action Required / Comment	Who involved	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	N	A	
				c	v	e	a	e	a	a	a	a	a	a	u	u	u	e	c	v	e	a	e	a	a
				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1
				8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	9	0	0	0	0	0	1
Local Authority Readiness Assessments	Readiness Assessment 6b	Complete readiness assessments by given dates and submit as required. LARA 6b submitted on time	LIM	1																					
	LA Organisational Accreditation achieved as part of Readiness Assessment 7	Complete readiness assessments by given dates and submit as required go/no go decision for deployment	LIM								2														
				0							9														

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				c	o	e	a	e	a	p	a	u	u	u	e	c	o	v	e	a	e	a	p	n	p
				t	v	c	n	b	r	r	y	n	l	g	p	t	v	c	n	b	r	r	v	r	
				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	
				8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	0	0	0	0	0	0	
Sponsorship & Benefits	Baseline measurement for benefits completed	Information as to the format of baseline benefits requirement are not currently published on LARA	LIM DCS (benefits owner)							3	0														
	Benchmark Benefits/Review 1 & Performance Monitoring (Programme)	As above	LIM DCS																			5			
	Benchmark Benefits/Review 2 & Performance Monitoring (Programme)	As above	LIM DCS																					4	
	Reporting to Sponsor	Monthly Highlight report	LIM																						
	Reporting to Sponsor	Quarterly verbal report to DCS at Project and Procurement Board	LIM																						
	Keep Members informed	Brief Member - Children's Champion	LIM																						

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				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1
				8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	9	0	0	0	0	0	1
Project Management	Additional Finance Report to Reflect re-plan	Submit to DCSF	LIM CS Finance		7																				
	Finance Report - End of Year Statement of Expenditure (2008/9)	Submit to DCSF	LIM CS Finance				3																		
	Finance Report – Final Statement of Expenditure 2008-9	Submit to DCSF	LIM CS Finance									3													
	Finance Report – Mid Year Review 2009-10	Submit to DCSF	LIM CS Finance										3												
	Finance Report – End of Year Review 2009-10	Submit to DCSF	LIM CS Finance																2						
	Steady State Transition Plan signed off by Board (Deployment slot +8 months)	Present to Integrated Working Board for endorsement	LIM																				2		
	Project Close Report	Present to Integrated Working Board for endorsement	LIM																					2	
	Reporting	Monthly Highlight Reports including risks and issues written and distributed to Regional Implementation Coordinator, Projects and Procurement Board, and Integrated Working Board	LIM																					6	

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				t	v	c	n	b	r	r	y	n	l	g	p	t	v	c	n	b	r	r	v	r	
				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	
				8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	0	0	0	0	0	1	
	Full ContactPoint Implementation Team (LIT) in place for Roll-out (ContactPoint Manager, Trainers, User Admin and Data Manager)	Appoint Data Administrator	LIM, ICT Service Develop't Manager																						
		Appoint User Administrator	LIM, ICT Service Develop't Manager																						
		Appoint Trainer	LIM, ICT Service Develop't Manager																						
	LA Organisational Accreditation achieved	Local Evidence Profile demonstrating compliance with the 28 criteria complete	LIM									2													
											9														

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				c	o	e	a	e	a	p	a	J	J	A	S	O	N	D	J	F	M	A	N	A	
				t	v	c	n	b	r	r	y	u	u	u	e	e	v	e	e	e	e	e	v	e	
				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	
				8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	0	0	0	0	0	0	
Communication	ContactPoint FPN processed (between Deployment Slot -1 month and +3 months) for data to be loaded into ContactPoint	Use provided templates	LIM Data Administrator Corporate Info Governance manager																						
	Comms plan incorporated into a wider ECM Comms Plan	This continues to be an issue as there is no ECM plan. Brought to the attention of the CS Projects and Procurement Board 7-10-08																							
	Local Comms Plan in place with targeted approach to different stakeholder groups	The LIM has a matrix of comms that that been undertaken with different groups. The Integrated Working Website is a key resource. Review approach to Comms	LIM																						
	Agreed process for dealing with general enquiries about ContactPoint from the public	Call Centre has been briefed (Sept 08). ContactPoint has been placed on the CRM system																							
	Map FPNs that need to be amended within the organisation		LIM																						
	Process in place for distributing FPNs		LIM																						

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				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1		
				8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	0	0	0	0	0	1		
Change Management	Align key organisation processes to support BPP (to include HR and other relevant strands) for Readiness Assessment (RA7)	Processes mapped and collated as part of LA Organisational Accreditation Evidence Profile	LIM								2															
	HR records kept for all employees and contractors (AO1)	Check with HR	LIM,HR																							
	Identify new processes for ContactPoint	Ensure 28 OA criteria are met	LIM																							
	HR exit procedures include return of tokens and closure of user accounts	Map process Include in local user procedure guide	LIM, HR, ICT Ser Dev Manager																							
	Process to ensure all users have current eCRB (AO4)	Map process Include in local user procedure guide	LIM, HR, ICT Ser Dev Manager																							
	Policy and process for shielding/unshielding (AO8)	Draft policy and process. Gain endorsement from LSCB Include in local user procedure guide	PO Referral & Assessment LIM LSCB																							
	Policy and process for emergency shielding override and investigation (OA18)	As above	As above																							
	Policy and process for reporting death of	Process in place managed by OCDP	OCDP Co, Safeguarding																							

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				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1
				8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	0	0	0	0	0	0
	a child (OA23)	Coordinator Include in local user procedure guide	Co																					
	Procedure for managing consent for sensitive services (OA9)	Map process Include in local user procedure guide	LIM																					
	Procedure for managing consent of young people over 18 (AO10)	Map process Include in local user procedure guide	LIM																					
	Procedure for line managers to handle support questions about professional practice and usage	Managers procedure guide with their responsibilities to be drafted	LIM																					
	Process for managing SARs (OA17)	Complete – will use Corporate SAR request procedure	Information Governance Manager																					
	Process to manage ContactPoint related complaints from the public	Discuss with Complaints Manager Managed through Corporate Call Centre	LIM Complaints Manager																					
	Policy and process to ensure line management monitor their staff usage (OA19)	Map process for User Admin to provide RAO owners with monitoring reports	LIM																					
	Induction processes modified to include information about ContactPoint (OA2)	To be added to Children's Services induction procedures	LIM CS Workforce Development																					
	Where relevant, organisational terms of employment	Find out what this entails?																						

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				t	v	c	n	b	r	r	y	n	l	g	p	t	v	c	n	b	r	r	v	r	
				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	
				8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	0	0	0	0	0	1	
	modified to include responsibilities related to ContactPoint																								
	Internal/external audit includes compliance practice and procedures for ContactPoint (OA7)	Discuss process with internal audit	LIM Internal audit																						
	Policies on misuse updated to include ContactPoint (OA6)	Corporate misuse policies and procedures will be applied to ContactPoint misuse	LIM ICT Security Info Governance Manager																						
	Procedure to negotiate transfer and acceptance of new accountable body for a child record	Investigate current process																							

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				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1
				8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	9	0	0	0	0	0	0
Training	Trainees for Shielding user forms completed and submitted to DCSF		LIM, ICT Service Development			1																			
	Identify shielders		LIM, ICT Service Development Principal Officer R&A																						
	Shielders attend training		LIM ICT Service Development																						
	Shielding Training completed		LIM, ICT Service Development						2	7															
	High Level Roll-Out Plan v3		LIM ICT Service Development							1	9														
	All user forms for Level 1 trainees submitted to DCSF		LIM ICT Service Development									1	8												
	Training for ContactPoint Team complete – Level 1		LIM ICT Service Development										3	1											
	Workforce analysis updated and completed as required	On-going refinement	LIM																						
	Detailed User Analysis complete		LIM																						
	Local Training Strategy agreed and in place	In place but will require refinement	LIM																						
	Training Schedule		LIM																						

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				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1
				8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	9	0	0	0	0	0	1
	agreed																								
	Training Delivered		ICT Service Development																						
	Staff identified and resource agreed to deliver user training		ICT Service Development																						
	Training materials localised		ICT Service Development																						
	Policy and procedure in place for security breaches (OA15)	In place	LIM																						
	IP addresses for workstations connecting via the internet identified (OA21)																								

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				c	v	c	a	b	a	r	r	y	u	u	u	s	e	c	v	c	a	b	a	r	r
				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	
				8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	9	0	0	0	0	1	
Data Sources	Initial Shielding complete		LIM, Principal Officer R&A, ICT Service Development						1																
	At least 1 high priority Data Source connected to ContactPoint		LIM Data Administrator											2											
	Instance Accreditation of sources?	Milestone not given in new timetable	LIM Data Administrator																						
	Local Sources that will provide data to ContactPoint identified	On-going	LIM Data Administrator																						
	Local Data Source Analysis completed in LARA for all data sources	On-going	LIM Data Administrator																						
	Data Administrator in place	Appointed 13-10-08																							
	Data Quality Strategy in place		LIM																						
	Process for establishing OADS with partners (OA25)	Will use Corporate Data Exchange Agreement	LIM, Data Administrator, Info Governance Manager																						
	Policy and Process for handling disputed data (OA27)	Corporate procedure to be used	LIM, Data Administrator, Info Governance																						

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				c	t	v	e	a	n	b	r	r	a	y	u	u	u	e	p	t	v	e	a	n	b
				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1
				8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	9	0	0	0	0	0	1
			Manager																						
	At least 3 High priority sources tested using LDQT	Done, testing is ongoing	LIM, ICT Service Development, Data Administrator																						
	Action taken to respond to information provided by LDQT	Ongoing, SWIFT and CAPITA One regularly tested	LIM, ICT Service Development, Data Administrator																						
	Process in place for keeping organisation/team contact details, personal data up to date (OA13)	This will be a user admin function	ICT Service Development																						
	Policy and Procedure to ensure data on system is up to date and accurate (OA16)	This will be a Data Admin function, ongoing data cleansing and campaigns	ICT Service Development																						
	User and System Management Plan	Drafted, agreed by Integrated Working Board	LIM																						
	Identify records that are to be shielded	Draft policy and process in place	LIM, Principal Officer R&A																						
	Local Shielding complete		LIM, Principal Officer R&A, ICT Service Development																						

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				8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	9	0	1	1	1	1	1
Helpdesk and Support	Helpdesk and Support resources in place	This function will be fulfilled through the ICT Applications Helpdesk	ICT Service Development								2														
	Partner helpdesks informed of their role in supporting ContactPoint helpdesk processes	Helpdesk will be centrally managed, need to inform partners of helpdesk number	LIM, ICT Service Development																						
	Documented Helpdesk procedures across LA and partners (OA14)	Helpdesk to be centrally managed. Procedures will be contained in a local user guide on the Council internet	LIM, ICT Service Development																						
	Policy, processes, training and resources to provide first-line support (OA22)	As above.	LIM, ICT Service Development																						
	Scope the requirement for mediated access (OA11)	Information was obtained during WFA2. Further detail will be gathered during Detailed User Analysis	LIM																						
	Procedures for managing mediated access (OA11)	This function will be provided by ICT Applications Helpdesk	ICT Service Development																						
	Process for user administration agreed	User Admin will be centrally managed	ICT Service Development																						

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				c	t	v	e	a	n	b	r	r	a	y	u	u	u	e	p	t	v	e	c	n
				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1
	with partners	by the LA																						
	User Administrator appointed		LIM ICT Service Development																					
	Procedures for management of tokens – issue, loss, return, damage (OA12)	User Admin function	LIM ICT Service Development																					
	Resources, processes, procedures identified to ensure compliance with DIS	This is dependant on decisions made regarding methods of local data source connection	LIM, ICT, Data Administrator																					
	Network configured securely (OA21)	Council is moving towards connection to GCSX, part of the GSI family by end of March 09	ICT																					
	Workstations adhere to ContactPoint system accreditation requirements (OA20)	Corporate IT computer workstation requirements apply here	ICT																					
	Identify resources to support Organisational Accreditation within LA and partner orgs	LIM is the main resource, further support may be available from Data Administrator	LIM ICT Service Development																					

Appendix ContactPoint – National Deployment Timeline at Oct 08

