

## Finance & Transformation

Leads: Paul, Sarah & Priya

Workstream	Activity	Senior Responsible Owner	Resource(s)	Start date	Target completion date
1. Commercial Financial Model	Robust commercial financial model	PT	Business Partners / Service Managers	Now	31/03/19
	Integrated information to show profitability	PT	Business Partners / Service Managers	Now	31/03/19
	Standardised chart of accounts	PT	Business Partners / Financial Reporting / Accountants	Now	31/12/17
	Relevant and up to date guidance with Managers on accounting, coding etc	PT	Business Partners / Financial Reporting / Accountants	Now	31/01/18
	Modern commercial financial system to support business decisions	PT	Business Partners / Service Managers / Financial Systems ICT Resource (oneSource and Bexley)	Now	31/03/18
	Internal support service model/internal trading	PT	Business Partners / Financial Reporting / Accountants	Now	31/01/18
2. Service Reviews	Programme and timetable of "Transition to trade" business plan	PT / SB	PT / SB agreed with OMT by 24/12/17	Now	08/12/17
	Whole organisational target operating model	CE / MD		Now	Ongoing
	Responsive virtual commercial team for small businesses, external business and partnerships	Commercial Champions	Lead - Director / HoS / Team		Needs scoping further
	Digital direction and business road map to inform the oneSource ICT Transformation Strategy	PJ	Havering and Newham Senior Managers / ICT Service managers / OMT / External Resources	02/01/18	Aug-18
	New products identified	Service Managers			Ongoing
	Sales and marketing toolbox	SH	Commercial Champions / BDT / Service Managers / Customers	Now	28/02/18

	Service review templates/guidance/roles and responsibilities	PT		Now	15/12/17
	Governance on direction of service review outcomes	PT		Now	15/12/17
3. Transition to new Delivery Model	New service structure and business model	CE / MD			TBC - Dependency on Service Reviews
	Standardised approach to transfer service to new business model	SB	RQ - to deliver poc / SB/PT to establish approach with Legal, HR and Finance input / OMT to agree		TBC - Dependency on Service Reviews
	Develop and maintain Stakeholder management plan (communications and engagement)	SB	SB - draft / BDT / ONCE / OMT & Tus / Staff / Stakeholders		TBC - Dependency on Service Reviews
	Establish revised contractual arrangements to support the business for staff	SB	Legal / HR / Procurement / PMO (managing each review and timescale)		TBC - Dependency on Service Reviews
	SLA impact review	SB	BDT / OMT / Senior Managers / Dipak Sethi		TBC - Dependency on Service Reviews
	Programme manager required.	SB	Dan Pluck		31-Mar-19
	Project manager for Transition to Trading	SB	Dan Pluck		TBC
4. ICT transformation strategy	ICT Strategy for Newham and Havering	PJ	ICT		
	ICT Strategy for oneSource	PJ	ICT		
	ICT Infrastructure Roadmap	PJ	ICT		
	Business systems review	PJ	ICT and Business (Havering, Newham and oneSource)		
	ICT Service Transformation - Functional Review	PJ	ICT and Business	01/12/17	31/03/18
	ICT Service Transformation - Business case for change	PJ	ICT	01/03/18	31/05/18
	ICT Service Transformation - Restructure of the service	PJ	ICT, HR and Finance	01/06/18	31/07/18

	oneSource Digital Change and Transformation projects	PJ	ICT, oneSource and Finance	01/09/17	
5. Sales and marketing workstream (including sales toolkit, bidding strategy)	"Dragons Den" Model	SB / PJ / PT	Management Team (x 4)		
	Publicity material	SH	BDT		31/03/18
	Case studies	SH	BDT		31/03/18
	Standard service offering/bid paperwork	SB / PJ / PT			31/03/18
	Legal and HR standards	CN / DF			15/01/18
	Standard contract T&Cs/onboarding arrangements	DF			15/01/18
	Customer quotes and references	SH			31/03/18
	Key activity, costings and performance information	SH			15/01/18
	Catalogue of customers and potential leads	SH	Dipak Sethi		15/01/18
	Shared Service vs Service Model	SB / PJ / PT			
	Development of Red, Amber and Green hat model for proposals	PT	PT / OMT agreement / Business Managers / Finance		15/12/17
	Implement new oneSource website	PT	SH / BDT / Comm Champions	Jul-18	Sep-18