

oneSource transformation workstreams February 2018			Outcomes					
REF	Workstream	Description	Savings / Income Maximisation	Customer experience	Improved Self service	Internal operations optimisation	SRO	Project Manager / Lead
1	Case management system	HR system				x	CN	TB
2	Work allocation / porta (service manager)	Automatic redirection of work request to teams				x	DF	MD
3	Legal Trading account	Establish cost base of service, Recharging model		x		x	DF	DF
4	Strategic Legal Commissioning	Establish the model				x	DF	DF
5	Discovery (processes)	Identify processes/ inform work programme					SB	KS
7	Induction process end to end	HR process		x	x	x	JD	SA
8	Intelligent Systems/Robotics RPA	Pilot RPA	x			x	JW	BT
9	Agile Pilot End to end starters-leavers	Agile 1st iteration minimum viable product		x	x	x	JW	CL
10	ICT transformation	Target operating model		x	x	x	PJ	PJ
13	Time recording system	To record time for chargeable work and mgmt info	x			x	PT	TBC
17	Recruitment process end to end	HR process owner		x	x	x	SB / CN	KS
18	Ctax & bens and exchequer LBH / cust serv	Target operating model	x	x	x	x	SB	TBC

19	E resourcing portal	Review E-Resourcing Portal (Current urgent)		x	x	x	SB	KS
20	ONE 1 Wireless (LBH)	Sale of ducting, wireless and masts	x				PJ	
21	ONE 2 Digital post room (oneSource/ LBH)	Transformation of post, scan and print functions	x			x	IS	TBC
23	ONE 5 Spans and Layers (LBH)	Review compliance with Organisational Policy	x				CN	JS
24	ONE 7 Business Support (LBH)	Review of all business support across the services	x				CN	JS
25	ONE 8 Agency Staff (LBH)	Review of all agency workers	x				CN	HM
26	Movers	Next iteration following Starters and leavers		x	x	x	TBC	TBC

