

Attachment 1: Action Plan

1.1 Please outline how the project will be implemented by outlining the key actions, milestones, timeframes and responsibilities in the table below.

Actions	Milestones	Timeframe	Responsibility	Status
Server Upgrade	Test/Go Live	November 2017	CS/Aust. Project Director	Completed
Customer Request Module Implementation	Online CRM Testing, availability to public/Communications and Go Live	Original timeframe December 2017. Adjusted timeframe May/June 2018.	Contractor/Internal CRM Team	Completed https://eservices.kyogle.nsw.gov.au/eservice/start.do
Online Payments Services	Online CRM Testing, availability to public/Communications and Go Live	November 2017	Contractor/Internal Admin Team	Completed https://eservices.kyogle.nsw.gov.au/eservice/start.do
Field Staff Access to System (Hardware and training)	Training/Test/Go Live	January 2019	Project Director/Managers	Completed

Actions	Milestones	Timeframe	Responsibility	Status
Online Application Services	Training/Test/Go Live	July 2018	Contractor/Internal Applications Team	Completed https://eservices.kyogle.nsw.gov.au/eservice/start.do
SCADA Historian Upgrade	Training/Test/Go Live	September 2018	Project Director/Contractor	Completed
Change Management	Communications Strategy	November 2017-January 2019	General Manager/Manager Corporate Services	Senior staff briefings held Nov/Dec 2017. Processes for Executive Management buy-in established.
Change Management	Training Strategy	December 2017 – January 2019	Manger Human Resources	IT and records management staff training completed. Broader Training needs assessment incorporated into organisational Training Plan.
Policy Updates/Development	Adoption by Council/General Manager	January 2019	General Manager/Manager Corporate Services	IT related policies and procedures updated. Updates to be incorporated into broader Corporate Management System which is currently under development.
Reporting/Monitoring	Standing agenda Item Executive Management Committee	Duration	Manager Corporate Services	Reports provided to MANEX as scheduled.