

Projects progress report

As of 1 October 2023 the projects actively being progressed are:

- McCloud
- Members' self-service implementation (TME)
- Docmail and bulk communication options – further investigation alongside TME

McCloud

The project is all about applying a McCloud underpin to in-scope members. We need to identify any rectification due and put in place procedures to identify affected members as part of business as usual.

The project is currently on schedule, requiring no corrective action.

Progress made within the period 1 August 2023 – 2 October 2023 includes:

- Implementing software changes into the TEST system and reviewing the outcome to the management team
- Identifying in scope members (16,012) and potential members with potential 'guarantees' to be investigated further (674)
- Review error outputs from McCloud calculations and fix when required
- Signing off testing
- Implementing software changes into LIVE system on 29 September 2023

The next steps and activities for the next period include:

- Reviewing the calculations and data views produced in LIVE
- Make amendments to records that have recorded an error in LIVE run
- Identifying the priority order to deliver the remedy to different categories of member
- Reviewing how best to make use of the statutory guidance and sample communications that will be issued by the LGA

TME

The project is all about implementing self-service functionality which enables members to view their benefits online through a secure portal and to carry out certain processes.

The project is not currently on the original schedule to enable us to test TME as if we were members accessing it for real. Further technical input was required from WCC ICT and Heywood were slightly late in issuing the technical study, but this work has now been completed albeit a few days later than expected.

Progress made within the period 1 September 2023 – 2 October 2023 includes:

- Heywood engaged and project plan in place for the test phase due in October 2023
- WCC ICT engaged, and a Project Manager from within ICT assigned
- Pre-production requirements signed off by WCC ICT
- Branding and mock ups completed

The next steps and activities for the next period include:

- Pre-production environment to be installed
- Technical testing to be completed
- User acceptance test plan to be created and communicated
- URL and email address options to be presented
- Scoping meeting with WCC ICT scheduled for 11 October 2023