

PRIORITY 1 AND 2 ACTIONS WITH IMPLEMENTATION DATES REVISED BY MORE THAN SIX MONTHS

Audit	Priority	Original Date	Revised Date	Finding / Action	Reason for Delay
Transformation Programme 2015-16	2	June 16	April 17	All Business Support SLAs will be re-visited, agreed and signed off.	Due to various re-organisations and restructures SLAs are being re-written and aligned to meet the new service requirements.
Transformation Programme 2015-16	2	June 16	April 17	A single generic SLA for all services pertaining to general tasks (for example purchase orders, invoicing, train tickets) will be developed.	Due to some significant service changes and imminent implementation of new desk top processes this has not been finalised.