

## Interim Complaints Project Plan

Project Start Date: Tue 21/09/10 - Project Finish Date: Mon 10/01/11

### Tasks with Assignments

ID	Task Name	Work	Duration	Start	Finish	% Work Complete
1						
2	<b>AS IS</b>	0 hrs	9 days?	Tue 21/09/10	Fri 01/10/10	0%
3	Identify stakeholders	0 hrs	1 day?	Tue 21/09/10	Tue 21/09/10	100%
4	Identify channels of contact	0 hrs	1 day?	Tue 21/09/10	Tue 21/09/10	100%
5	Identify complaints directorate staff	0 hrs	1 day?	Tue 21/09/10	Tue 21/09/10	100%
6	Gather current processes	0 hrs	1 day?	Wed 22/09/10	Wed 22/09/10	100%
7	Capture workload	0 hr br;frg;s	1 day?	Thu 23/09/10	Thu 23/09/10	100%
8	Capture work effort	0 hrs	1 day?	Fri 24/09/10	Fri 24/09/10	100%
9	Calculate cost involved in complaints	0 hrs	1 day?	Mon 27/09/10	Mon 27/09/10	100%
10	Collect current Job Descriptions	0 hrs	1 day?	Wed 22/09/10	Wed 22/09/10	100%
11						
12	<b>Gather documentation &amp; communications</b>	0 hrs	8 days?	Wed 22/09/10	Fri 01/10/10	0%
13	Collect CMS content	0 hrs	1 day?	Fri 01/10/10	Fri 01/10/10	0%
14	Collect current corporate policy for complaints	0 hrs	1 day?	Wed 22/09/10	Wed 22/09/10	100%
15	Review information leaflets etc	0 hrs	4 days?	Thu 23/09/10	Tue 28/09/10	100%
16	Review website	0 hrs	1 day?	Fri 01/10/10	Fri 01/10/10	0%

	information					
17						
18	<b>TO BE</b>	72 hrs	26 days?	Tue 21/09/10	Tue 26/10/10	6%
19	New processes	72 hrs	9 days?	Tue 21/09/10	Fri 01/10/10	6%
1	<i>Laura Porter</i>	72 hrs		Tue 21/09/10	Fri 01/10/10	6%
20	Team	0 hrs	1 day?	Mon 04/10/10	Mon 04/10/10	0%
21	New Job Descriptions	0 hrs	1 day?	Tue 05/10/10	Tue 05/10/10	0%
22	Consultation	0 hrs	5 days	Wed 06/10/10	Tue 12/10/10	0%
23	Website - draft changes	0 hrs	1 day?	Wed 13/10/10	Wed 13/10/10	0%
24	Publications - draft	0 hrs	1 day?	Thu 14/10/10	Thu 14/10/10	0%
25	Revised policy	0 hrs	6 days?	Fri 15/10/10	Fri 22/10/10	0%
26	Training plan	0 hrs	1 day?	Mon 25/10/10	Mon 25/10/10	0%
27	Sign off	0 hrs	1 day?	Tue 26/10/10	Tue 26/10/10	0%
28						
29	<b>System</b>	192 hrs	60 days	Tue 21/09/10	Mon 13/12/10	100%
30	Requirements	192 hrs	24 days	Tue 21/09/10	Fri 22/10/10	100%
1	<i>Laura Porter</i>	192 hrs		Tue 21/09/10	Fri 22/10/10	100%
31	Functional Specification document	0 hrs	22 days	Wed 22/09/10	Thu 21/10/10	100%
32	Build time	0 hrs	28 days	Fri 22/10/10	Tue 30/11/10	0%
33	Test	0 hrs	5 days	Wed 01/12/10	Tue 07/12/10	0%
34	Implementation plan	0 hrs	2 days	Wed 08/12/10	Thu 09/12/10	0%
35	Sign off	0 hrs	2 days	Fri 10/12/10	Mon 13/12/10	0%
36						
37	<b>EIA</b>	0 hrs	2 days?	Tue 21/09/10	Wed	0%

					22/09/10	
38	Produce EIA	0 hrs	1 day?	Tue 21/09/10	Tue 21/09/10	100%
39	EIA action plan	0 hrs	1 day?	Wed 22/09/10	Wed 22/09/10	0%
40						
41	<b>Implementation</b>	0 hrs	30 days?	Tue 30/11/10	Mon 10/01/11	0%
42	Training	0 hrs	14 days	Tue 14/12/10	Fri 31/12/10	0%
43						
44	<b>Location</b>	0 hrs	6 days?	Mon 03/01/11	Mon 10/01/11	0%
45	IT equipment	0 hrs	1 day?	Mon 03/01/11	Mon 03/01/11	0%
46	Other equipment	0 hrs	1 day?	Tue 04/01/11	Tue 04/01/11	0%
47	Move the team	0 hrs	3 days	Wed 05/01/11	Fri 07/01/11	0%
48	Support after move	0 hrs	1 day?	Mon 10/01/11	Mon 10/01/11	0%
49						
50	<b>Communications</b>	0 hrs	1 day?	Tue 30/11/10	Tue 30/11/10	0%
51	Corporate - news and jobs	0 hrs	1 day?	Tue 30/11/10	Tue 30/11/10	0%
52	Colin	0 hrs	1 day?	Tue 30/11/10	Tue 30/11/10	0%