**DRC CRM Creation and Implementation**

Key dates

* Contract signed Dec 2015
* Start project January 2016
* End Project November 2016

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name ( initials)** | **Responsibility** | **Reports to:** | **Contact details** |
| Sponsor | Melanie Hawman( MH) | Sponsor and light touch management | Board | Melanie.hawman@drcbeds.org.uk |
| Project Manager | Vacant |  | MH |  |
| Project Admin | Lucy-Jane Legg | Correspondence, minutes, scheduling meetings, contacting rest of team, report writing diagrams etc. | MH | Lucy.legg@drcbeds.org.uk |
| Stage Lead | Sherone Phillips | Managing stage of project fully, resource planning | MH | Sherone.phillips@drcbeds.org.uk |
| Stage Lead | Tracy Plunkett | Managing stage of project fully, resource planning | MH |  |
| Project Liaison | Ryan Gillet |  |  |  |
|  | Ricardo Luis Ribeiro |  |  | ricardo.lcmr@gmail.com |
|  | Abdul Basith |  |  | basitme@yahoo.com |
|  | Justin Jankunas |  |  | justin.jankunas@study.beds.ac.uk |
|  | Marcus Smallman |  |  | marcussmallman@live.co.uk |

Project Plan - outline

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Stage 0** | **DRC Stage Lead DRC** | **Actions** | **LE time** | **Deadline** | **Update** |
| Process mapping and planning with DRC completed | SP | * Every team to describe the process using LEAN techniques | Jan 16 | End of March 16 | Slippage due to business disruption, reschedule any outstanding feed directly into stage 1 |
| Induction | SP | * Project room set up * Team created * Access set up | Jan 16 | End of Jan 16 | Completed  TP to arrange now confidentiality signed |
| Stage 1 April to June | TP |  |  | End of June |  |
|  |  | * Requirements capture for creation of basic customer data capture * In depth analysis of organisation current state * Migration of existing data * Data compliance audit * Usable system for capturing new clients, recording first level interactions | March 15/March 22nd | ?  ? |  |
| Stage 2 July - August | ? | Training associated with stage 1 |  |  |  |
|  |  | * Data analysis and value proposition * creating of reporting tools * self-service workflows and interfaces |  |  | . |
| Stage 3 | ? | Training associated with stage 2 |  |  |  |
|  |  | * Creation of room hire system * Creation of integrated payment methods * Creation of room hire system * Design and implantation of online training resources/MOOC |  |  |  |
| Stage 4 November | PM | Training associated with stage 3 |  |  |  |
|  |  | * Wrap up any unfinished work |  |  |  |
|  |  | * Sign off |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Version 1

15/03/16