| **Stage** | **Readiness for Service** | **Project ID No.** |  |
| --- | --- | --- | --- |
| **Project Title** | **[Title of Project]** | | |
| **Version** |  | | |
| **Project Sponsor** |  | | |
| **Project Manager** |  | | |
| **Description** |  | | |
| **Project Categorisation (S/M/L)** |  | | |
| **Strategic Importance** |  | | |
| **Benefits** |  | | |
| **Impact of not delivering** |  | | |
| **Major dependencies** |  | | |
| **Critical resources required, incl. ITS work** |  | | |
| **Estimated budget** |  | | |
| **Proposed start date** |  | | |
| **Proposed completion date** |  | | |
| **Project Board decision** | **Yes** | **No** | **Defer** |
| **Version:**  **Date approved:**  **Notes:** |  | | |
| **Change Portfolio Board decision** | **Yes** | **No** | **Defer** |
| **Version:**  **Date approved:**  **Notes:** |  | | |
|
|
| **Strategic Change Board decision** | **Yes** | **No** | **Defer** |
| **Version:**  **Date approved:**  **Notes:** |  | | |
|
|

Service Readiness Report

1. **Summary of project scope, business goals and benefits**

*[Concise, non-technical summary for the board – what is the project setting out to achieve]*

1. **Summary Implementation Plan**  *[See Appendix X for detail]*

*[Describe approach to deployment, include milestones, stakeholder comms, training, closure of legacy systems/processes, project-BAU handover and closure. Table optional.]*

| **Activity** | **Date** | **Progress** | **Resource** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

1. **Implementation team, resources and governance arrangements**

*[Describe the governance arrangements for implementation. Define roles and responsibilities, describe arrangements for handover from SRO/sponsor to BAU business owner(s) and the governance arrangements to monitor implementation and take any corrective action.]*

| **Role** | **Name** | **Secured (Y/N)\*** |
| --- | --- | --- |
|  |  |  |
|  |  |  |

*\*NB: Translate ‘secured’ to mean the resource has both the capacity and capability to fulfil the role, and is clear on their responsibility.*

1. **Business case and benefits check**

*[Explain the impact of any changes to the original business case or benefits realisation]*

***Overall RAG status:*** *[Red/Amber/Green]. Table optional.*

| **Benefit** | **RAG\*** | **Comments** |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |

*\*NB: Individual RAG. Green: Benefit will be achieved in full and within expected time, cost and quality parameters. Amber: Benefit will be achieved but not within expected time, cost or quality parameters. Red: Risk to achievement of expected benefit.*

1. **Summary of top implementation risks and mitigation, assumptions and critical success factors**

*[See Appendix for full risk assessment].*

*[If not covered below - describe the critical success factors and any assumptions made that could significantly impact implementation]*

| **Top Risks** | **Owner** | **Mitigation plan** | **RAG** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

*\*NB: Risk RAG is the final score, accounting for the likely success of the planned mitigation. More detail should be found in the detailed risk register in the Appendix.*

1. **Assessment of products/capability readiness**

*Optional – See Appendix X for full testing plan and results of UAT*

*[Describe assessment here, including the results of technical and user testing]*

1. **Assessment of business/service readiness**

*[Describe all changes to BAU, how risks will be mitigated and benefits optimised]*

*Optional – you may wish to use this table below*

| **Change to BAU** | **Risks** | **Owner** |
| --- | --- | --- |
|  |  |  |
|  |  |  |

* 1. **Stakeholder engagement and communication**

*Optional – See Appendix X for Stakeholder Engagement & Communications Plan*

*[Describe impact and status of engagement with other key stakeholders here. In addition to the primary users above, this should cover any secondary users, anyone impacted by the changes and any stakeholders with an interest in the project – this could be strategic/political.]*

* 1. **Business continuity impacts**

*[Impact on Business Continuity should be assessed and changes made by the service.]*

1. **Roll back plan**

*[Describe the roll back plan here, including constraints (time, cost, resource), risks, and any testing done on the roll back system / processes]*

1. **Benefits Realisation plan**

*[Appended the Benefits Realisation Plan]*

1. **Sign off**
   1. ***BAU Business Owner*** *[Assurance that the deliverables meet acceptance criteria for the business and will achieve desired benefits. Results of User Acceptance Testing signed off.]*
   2. ***Sponsor*** *[Assurance on alignment with the business case and that project will achieve desired service benefits.]*
   3. ***ICT Business Manager / ICT PMO***  *[Assurance that all relevant aspects of the ICT service readiness checklist have been assessed and approved.]*