Partners for Water and Sanitation

Note on project reports

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Partners for Water and Sanitation

Review of the Implementation Plan for Ugu Distict Municipality Control Centre

Submitted by:

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26/03/2010

Figure 1: New Call Centre, Ugu District Municipality

Contents amendment record

This report has been issued and amended as follows:			
Revision	Description	Date	Signed
1.0	Draft	26/3/2009	A. Cox

Review of the Implementation Plan for Ugu Distict Municipality Control Centre

1 Introduction

1.1 Background

1.1.1 On 26th January 2009 Andy Cox, Wessex Water together with PAWS country manager Amina Ismail visited Ugu municipality for one working week. The purpose of the visit was to hold Workshops with key UDM staff to prepare an agreed structure of an implementation plan for a new Control Centre.

1.1.2 As stated in the original 2008 Terms of Reference *"The overall objective was to support UDM to prepare an implementation plan for managing and operating the water supply control centre. The implementation plan will be primarily based on the assessment that was conducted in August 2008."*

1.1.3 The output of the visit was a 51 point recommendation plan. These recommendations were categorised in 3 areas:

  ◆ Quick wins can be implemented now at little or no cost.
  ◆ Business Plan recommendations should be incorporated into a 1-5 year Business Plan
  ◆ Implementation Plan recommendations should be incorporated into the Control Centre Implementation Plan with ascribed time scales and action owners (typically 6 months to 3 years)

1.1.4 In the first week of March 2010 Andy Cox returned to Ugu District Municipality with Olga Nemulenzi (SRK on behalf of PfWS) to review progress against the 2009 report recommendations. Prior to this visit new project objectives were also drawn up for the 5 day stay and these are listed in section 1.2

1.2 Objectives 2010

1.2.1 The objectives for this visit were firstly to review progress against the 2009 report recommendations. Building from this information focus would be turned on 4 main areas

- Staffing
- Technologies and Systems
- Reporting
- Quality Management Systems

1.2.2 STAFFING

The following areas would be considered:

- Structures, Job Descriptions, Terms & conditions
- Recruitment and Interview
- Training and Development
- Staff Retention

1.2.3 TECHNOLOGY & SYSTEMS

The following areas would be considered:

- Integration of systems
- Control Centre Building
- Workflow (processes through the control centre)

1.2.4 REPORTING

The following areas would be considered:

- Information out to the customer
- Internal Information flow
- Management reporting
- Dashboards
- Critical Success Factors (CSFs) and Key Performance Indicators (KPIs)

1.2.5 QUALITY MANAGEMENT SYSTEMS

The following areas would be considered:

- Process and Process Flows
- Procedures, Work Instructions, Forms
- Relationship to Business Plan & Implementation Plan
- Service Level Agreements (SLA)

1.3   Deliverables 2010

1.3.1   The focus on the week will be to produce the following outputs:

- Implementation Project Plan (In Microsoft Project)
- SLA for Control Centre
- Draft Business Plan for Control Centre
- QMS structure
- Report including list of achievements.

2 Structure of Visit (Discussions and Meetings)

2.1   Monday 1st March 2010-03-25 – Review of Progress

2.1.1   Meeting held between Andy Cox, Olga Nemulenzi, Mthokozisi Ncube (Senior Manager), and Lungi (Project Manager) to review progress against the 51 recommendations set out in the 2009 report.

2.1.2   The findings of this progress meeting our outlined section 3 of this report.

2.2   Tuesday 2nd March 2010 – Workshop and SLA document

2.2.1   A workshop was held with key staff (delegates from 2009 workshop where possible) to review progress and from last year, to chase out new challenges, and reprioritise the outstanding issues identified.

2.2.2   Work commenced on The Service Level Agreement for the control centre and operations In addition the following documents were discussed and shared:

- Procedure for working on Operational Sites
- Customer response to Water Quality Calls

2.3   Wednesday 3rd March 2010 – SLA , KPIs and reports

2.3.1   Service level document completed

2.3.2   KPIs established and incorporated into SLA document

2.3.2   Process flow diagrams were discussed as well Business Operating Procedures (BOPS). Documents shared and discussed:

- EMI process flows
- Operator notes for Business Operating Procedures
- Sewage Treatment Incidents Process flow
- Sewage Treatment Incident – Decision Logic

2.4   Thursday 4th March 2010 – Meeting with Stakeholders, Staffing and QMS

2.4.1   Recruitment Process was discussed encompassing Structures, Job Descriptions, Advertising, Interview, Performance Appraisal, New Starter Pack, Induction and training.

2.4.2   The following documents were discussed and shared in relation to staffing:

- Recruitment Management Form
- Job Description Operations Network Controller
- Job Advertisement - Regional Operations Controller
- Job Advertisement – Customer Services Advisor
- Interview Process – ROC presentation questions

2.4.3   The following documents were discussed and shared in relation to Work Management

- Production Field Force (Job Profiling Audit approach)
- Distribution Risk Assessment Method Statement
- Commissioning Process

2.4.4   The following documents were discussed and shared in relation to QMS:

- Job Description QMS co-ordinator Networks
- Operations Messenger Newsletter
- Operations Management System Manual

2.4.5   A stakeholders' Control Centre progress meeting was held. Included were the General Manager, The Mayor and the Deputy Mayor. It was universally agreed progress had been very good and there was a need for further work to continue.

2.5 Friday 5th March 2010 – Meeeting with DWAF and Project Plan.

2.5.1 A draft project plan was formulated. This encompassed all subjects discussed during the week, and the outstanding items from the 2009 report. The project plan was divided into the following key areas

- Infrastructure
- Staffing
- QMS and Documentation
- Work Management
- Miscellaneous

2.5.2 A summary of the project plan is section 5 of this report.

2.5.3 Work on QMS and Staffing was concluded and the following documents were discussed and shared:

- Performance Appraisal Form
- Interim Performance Appraisal Form

2.5.4 A meeting was held with Angela Masefield from DWAF. Again it was agreed that progress had been exceptionally good and the current project needed to continue (with support DWAF). It was agreed to use UDM control Centre is used as an exemplar for other Municipalities.

3 Progress vs 2009 Recommendations

3.1 Overall Progress

3.1.1   Overall progress against the 51 recommendations laid out in the 2009 report has been exceptionally good. A meeting was held with key staff to score the recommendations in terms of percentage complete. The results were then categorised into thee flowing groupings

   - 0-25% Complete – Progress Low – Colour Red
   - 26-74% Complete – Progress Medium – Colour Orange
   - 75–100% Complete – Progress High – Colour Green

3.5.2   Of the 51 individual points, 18 had a high level of completion, 17 medium level and 16 low level. The results are summarised below:

Percentage Complete	Colour	Count
0 - 25		16
26-74		17
75-100		18
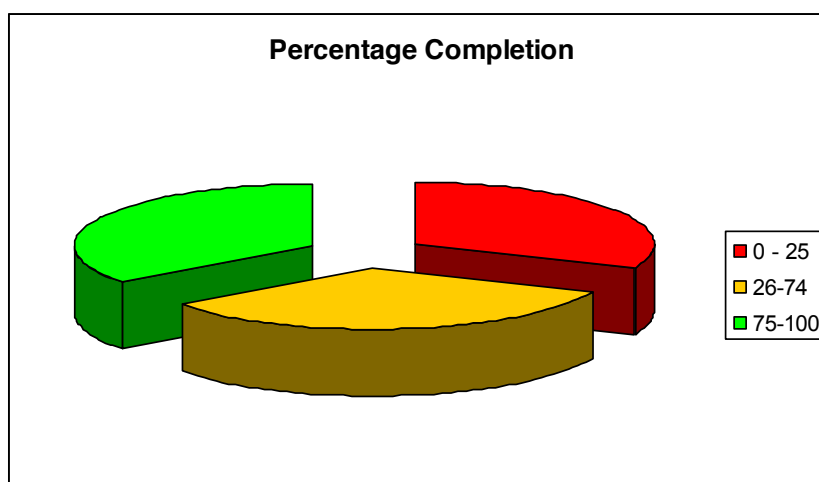
3.5.3   Progress had been exceptional in the areas of infrastructure. The new call centre is now fully equipped, fully staffed and operating. The control centre is in the process of being fully equipped and there is a staff recruitment plan.

3.5.4   Systems progress on the whole had been good with new IT packages having been bought or developed. Substantial work is needed though in integrating systems to enable total work management to be controlled and scheduled centrally. On a positive note an IT manager has been employed in the operations structure to aid this progress.

3.5.5   Staff progress is patchy due to the inability to attract and recruit high calibre staff. Problems are also be experienced encouraging operational staff into the control centre environment. However a project manager has now been appointed and this is a very positive step forward in progressing and completing the implementation plan.

3.5.6 Progress on reporting has also been significant with meaningful high level reports now in place. Work is needed to on "exception" and daily reports.

3.5.7 A complete point by point progress list against 2009 report paragraph reference number is below:

Number	Recommendation	Para Ref	Type	% Complete
1	*Competence levels need setting in Implementation Plan*	4.1.1	IP	80
2	*Training requirements need defining in Implementation Plan*	4.1.1	IP	20
3	*Recruitment selection criteria needs setting in Implementation Plan*	4.1.1	IP	80
4	*Systems - Need to link connected jobs*	4.1.2	IP	10
5	*Systems - Integration required between the 3 IT systems*	4.1.2	IP	0
6	*Publish Standard of Services to customer*	4.1.3	QW	100
7	*Relay info when customer on hold*	4.1.3	QW	30
8	*Target customers with info when/before problems known*	4.1.3	QW	50
9	*Lack of useful info reports - Review as part of Implementation Plan*	4.1.4	IP	90
10	*Set reporting expectations in Implementation Plan*	4.1.4	IP	90
11	*Reporting link to requirements - Implement dashboard approach set by Senior Ops Manager*	4.1.4	IP	90
12	*Control Room not presently manned - Set in Implementation Plan*	4.2.1	IP	25
13	*No clear responsibilities for Control Room - Set in Implementation Plan*	4.2.1	IP	30
14	*Need to establish CR and document strategy - Set in Implementation Plan*	4.2.1	IP	75
15	*Establish staffing and hours of coverage in Implementation Plan*	4.2.1	IP	50
16	*Lack of information around the business - distribute real time info to the field and Call takers – set in Implementation Plan*	4.2.3	IP	30
17	*Alarm visibility - Route all alarms via Control Centre*	4.2.3	IP	60
18	*Telemetry information make telemetry available on all lap-tops*	4.2.3	QW	100
19	*Reporting Suite - Transfer reporting requirements to Implementation Plan*	4.2.3	IP	90
20	*Establish alarm levels by priority*	4.2.4	IP	0
21	*Establish reporting systems (alarm history, etc)*	4.2.4	IP	60
22	*Establish alert systems for managers and CSU*	4.2.4	IP	10
23	*Implement rate of change alarms (res levels, pumps)*	4.2.4	IP	0
24	*Take in to account seasonal change (decision logic)*	4.2.4	IP	0
25	*Capture knowledge on mimics*	4.2.4	IP	0
26	*Calculate key business measures from telemetry info (hours storage from flow and volume)*	4.2.4	IP	0

27	Establish "Plant out of Action" report	4.2.4	QW	50
28	Control Centre and call staff need to see GIS for utility maps and terrain - Include in Implementation Plan	4.3.1	IP	20
29	Use C track - Implement when new Control Centre is commissioned	4.3.1	QW	20
30	Need to close ALL jobs with cause information -Include in Implementation Plan	4.3.1	IP	0
31	Bring complete list together to set targets and constraints in Implementation Plan and control centre business plan	4.4.1	IP/ BP	50
32	Compile comprehensive list CSFs for Implementation Plan and produce set of business and internal CSFs and KPIs for a control centre business plan	4.4.2	IP/ BP	50
33	Implement dashboard approach set by Senior Ops Manager	4.4.2, 4.8.3	QW	100
34	Bring the listed infrastructure requirements forward to the planning stage of the Control Centre. Add list to Implementation Plan	4.5.1	IP	100
35	Bring the listed systems requirements forward to the planning stage of the Control Centre. Add list to Implementation Plan	4.5.2	IP	100
36	Match the listed hierarchy of equipment to field roles and type and volumes of data to be transferred	4.5.3	IP	25
37	Bring the listed staffing requirements forward to the recruitment stage of the Control Centre. Shape into Job Descriptions and adverts. Put manpower profile into Implementation Plan	4.6.1	IP	90
38	2 approaches – everything to craft direct OR everything to Supervisor to distribute - Decide on approach and put into a Control Centre Business Plan	4.6.2	BP	50
39	Appoint from top downward – there is currently a senior post vacancy in UDM	4.6.2	QW	100
40	Bring the roles list of requirements forward to the recruitment stage of the Control Centre. Shape into Job Descriptions and adverts. Put manpower profile in to Implementation Plan	4.6.2	IP	80
41	Bring the training requirements forward to the recruitment stage of the Control Centre. Shape into Job Descriptions and adverts. Put manpower profile in to Implementation Plan	4.6.3	IP/ QW	25
42	Assign responsibilities for producing management system documents. Write management system documents for new Control Centre Processes. Include provision and control of Management System documentation in Implementation Plan	4.7.1	IP	40
43	Assign responsibilities for producing emergency plans. Include provision and control of Emergency Planning documentation in Implementation Plan	4.7.2	IP	20

44	*Develop a case and pro forma for daily report and implement. Include Control Centre reporting approach in Implementation Plan*	4.8.1	IP/ QW	100
45	*Develop list for Control Centre reporting. Include Control Centre reporting approach in Implementation Plan*	4.8.2	IP	50
46	*Develop a case and pro forma for management report and implement. Include Control Centre reporting approach in Implementation Plan*	4.8.3	IP/ QW	50
47	*Crude prioritisation model for implementation plan (Low cost with high benefit = high priority)*	4.9.1	IP	100
48	*Appoint a project Manager in charge of producing and managing the implementation plan*	4.9.1	IP/ QW	100
49	*Include cultural considerations in implementation plan – ie. Communication, training and resistance to change*	4.9.1	IP	60
50	*Progress to monitored against plan progress*	4.9.2	IP	50
51	*Success to be monitored against Control Centre KPIs*	4.9.3	IP	30

.

4 2010 Visit Outputs

4.1 Outputs vs Objectives

4.1.1 STAFFING

- Structures, Job Descriptions, Terms & conditions – *UDM had templates in place. Modifications and additions during visit*
- Recruitment and Interview – *Advertisements and scenarios developed*
- Training and Development – *New starters and induction training discussed, performance appraisal templates developed*
- Staff Retention – *Bonus / reward systems and appraisal discussed*

4.1.2 TECHNOLOGY & SYSTEMS

- Integration of systems – *not covered in detail. Work management plan has been comprehensively developed and placed in project plan – see section 5*
- Control Centre Building – *Complete before visit!*
- Workflow (processes through the control centre) – *Process flow discussed and examples exchanged. Work management plan has been comprehensively developed and placed in project plan – see section 5*

4.1.3 REPORTING

- Information out to the customer – *UDM have already produced customer charter. Use of "on hold" messages discussed*
- Internal Information flow – *UDM has made significant progress in this area prior to visit*
- Management reporting - *UDM has made significant progress in this area prior to visit*
- Dashboards - *UDM has made significant progress in this area prior to visit*

- Critical Success Factors (CSFs) and Key Performance Indicators (KPIs) – *CSFs to be developed as part of QMS referenced against quality statement, Vision and Mission. KPIs are now developed and live in SLA.*

4.1.4 QUALITY MANAGEMENT SYSTEMS

- Process and Process Flows – *covered in this visit and examples left*
- Procedures, Work Instructions, Forms – *Structure for QMS documentation discussed, QMS is a section in the new project plan (Section 5)*
- Relationship to Business Plan & Implementation Plan – *superseded by SLA and Project Plan*
- Service Level Agreements (SLA) – *Completed during visit*

4.2 Outputs vs Deliverables

4.2.1 Deliverables:

- Implementation Project Plan (In Microsoft Project) – *draft complete (Section 5)*
- SLA for Control Centre – Draft Complete
- Draft Business Plan for Control Centre – *Not covered – workshop for UDM included in project plan*
- QMS structure – *Covered in this visit*
- Report including list of achievements – *complete (Section 3)*

5 Project Plan and Recommendations

5.1 Project Plan

5.1.1 A high level summary of the project is below showing duration and number of man hours to achieve completion of all outstanding work. This is a very high number can be seen more in context when broken down into work streams.

I D	Task Name	Duration	Start	Finish	% Complete	Work
2	WORKSTREAM - Ugu District Municipality	298.53 days?	Fri 26/03/10	Wed 18/05/11	0%	7,296.43 hrs

5.1.2   Broken into work streams this shows the following:

Task Name	Duration	Start	Finish
WORKSTREAM - Ugu District Municipality	298.53 days?	Fri 26/03/10	Wed 18/05/11
Infrastructure	46.3 days	Tue 06/04/10	Wed 09/06/10
Staffing	95.3 days?	Fri 26/03/10	Fri 06/08/10
QMS & Documentation	40.5 days?	Mon 02/08/10	Mon 27/09/10
Work Management	162.53 days?	Mon 04/10/10	Wed 18/05/11
Miscellaneous	135 days?	Mon 19/04/10	Fri 22/10/10

5.1.3   The original project brief did not cover QMS and work management but now the Control Centre has been developed to this point it seems logical to qualtify and quantify these complimentary activities. Furthermore, without a QMS it is unlikely full benefit from the Control Centre will be gained and Ugu have expressed a desire to go down the ISO 9000 route, this view is fully supported by the author.

5.1.4   Work Management is essential to enable systems and processes to route all work via the control centre for central scheduling. This will include customer incidents, routine operations, routine maintenance, breakdowns, telemetry alarms, ad hoc work etc.

5.1.5   With this extended project scope people dedicated to the project will be the pinch point. The solution is simple but potentially costly: either increase the resources on the project or increase the timescales for the work to be done in. I have scoped the project to last 14 months but with limited resource on the project this gives the following man hours requirements from individuals (1660 hours is a guide figure for a person spending one year on a project):

Resource_Name	Initials	Max_Units	Scheduled_Work
Project Manager	P	100%	2,812.62
Senior Manager WSO	S	100%	1,605.80
IS Manager	I	100%	987.1
Call Centre Manager	C	100%	521.97
M&E Controller	M	100%	824.95
Ops Controller	O	100%	544
			7296.44

5.1.6   This shows the Project manager position needs to be at least 2 posts and the Senior Operations Manager would need an assistant. This is further highlighted in the peak workload table below. The project can be "levelled" to remove these peaks. A detailed task by task project list is in Appendix A

ID	Name	Group	Max Units	Peak Units
1	Project Manager		100%	420%
2	Senior Manager WSO		100%	350%
3	IS Manager		100%	200%
4	Call Centre Manager		100%	200%
5	M&E Controller		100%	200%
6	Ops Controller		100%	100

5.2   Recommendation

5.2.1   Ugu District Municipality need to secure funding for at least another 2 full time project posts or backfill posts to allow this project to successfully continue.

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Appendix 1 – Detailed Project Plan

ID	Task Name	Duration	Start	Finish	Resource Names
1					
2	WORKSTREAM - Ugu District Municipality	298.53 days?	Fri 26/03/10	Wed 18/05/11	
3	Infrastructure	46.3 days	Tue 06/04/10	Wed 09/06/10	
4	IT equipment and personal Screens	5 days	Tue 06/04/10	Mon 12/04/10	Project Manager[20%],Senior Manager WSO[5%],IS Manager[20%]
5	Software Installation onto PCs	2 days	Tue 13/04/10	Wed 14/04/10	Project Manager[20%],Senior Manager WSO[75%],IS Manager[5%]
6	Server Structures and protocols	0.46 days	Thu 15/04/10	Thu 15/04/10	Project Manager[10%],IS Manager[75%],Senior Manager WSO
7	Personal furnishings	0.48 days	Tue 06/04/10	Tue 06/04/10	Project Manager[5%],Senior Manager WSO
8	Reference visits to control centres re video screens	2 days	Mon 19/04/10	Tue 20/04/10	IS Manager,Senior Manager WSO,Project Manager
9	Video Wall Projector	2 days	Mon 26/04/10	Tue 27/04/10	Project Manager[5%],Senior Manager WSO[5%],IS Manager[50%]
10	Set up of telephones and call routing, groups etc	1.05 days	Thu 22/04/10	Fri 23/04/10	Project Manager[10%],IS Manager[50%],Call Centre Manager[50%],Senior Manager WSO
11	Call recording package	2 days	Mon 03/05/10	Tue 04/05/10	Project Manager[20%],Senior Manager WSO[5%],IS Manager[75%],Call Centre Manager[50%]
12	Telemetry routing	4.05 days	Mon 10/05/10	Fri 14/05/10	M&E Controller,IS Manager,Project

					Manager[5%],Senior Manager WSO
13	Set Up of Telemetry package Adroit	2.67 days	Fri 14/05/10	Tue 18/05/10	IS Manager[20%],Project Manager[20%],M&E Controller[75%],Senior Manager WSO
14	Telemetry Reporting package - Opus and Alarm Management	2.37 days	Tue 18/05/10	Fri 21/05/10	IS Manager[50%],Project Manager[20%],M&E Controller[75%],Senior Manager WSO
15	Set up of personal and post logons	1.2 days	Tue 01/06/10	Wed 02/06/10	IS Manager[50%],Call Centre Manager[50%],Project Manager[50%],Senior Manager WSO
16	Set up of Faultman	1.8 days	Wed 02/06/10	Thu 03/06/10	IS Manager[50%],Project Manager[50%],Call Centre Manager[50%],Senior Manager WSO
17	Systems - link jobs	1.8 days	Fri 04/06/10	Mon 07/06/10	IS Manager[75%],Call Centre Manager[25%],Project Manager[25%],M&E Controller[25%],Senior Manager WSO
18	Systems - Integration required between the 3 IT systems	1.5 days	Mon 07/06/10	Wed 09/06/10	IS Manager[50%],Project Manager[50%],Senior Manager WSO
19					
20	Staffing	95.3 days?	Fri 26/03/10	Fri 06/08/10	Project Manager,Senior Manager WSO
21	Finalising organogram	1 day	Tue 06/04/10	Wed 07/04/10	Project Manager[50%],Senior Manager WSO[25%]
22	Complete JDs and T&Cs	2 days	Wed 07/04/10	Wed 14/04/10	Project Manager[50%],Senior Manager WSO[25%]
23	Recruitment plan	2 days	Wed 14/04/10	Thu 22/04/10	Project Manager[50%],Senior Manager WSO[10%]
24	Create and post	1 day	Mon 26/04/10	Mon 26/04/10	Project

					Manager[90%],Senior Manager WSO[90%]
25	Interview Schedulers	3 days	Mon 10/05/10	Wed 12/05/10	Project Manager,Senior Manager WSO,M&E Controller,Call Centre Manager
26	Recruit Schedulers	0.5 days	Mon 17/05/10	Mon 17/05/10	Project Manager,Senior Manager WSO
27	Create and post adverts Controllers	1 day	Thu 20/05/10	Thu 20/05/10	Project Manager[90%],Senior Manager WSO[90%]
28	Interview Controllers	3 days	Tue 01/06/10	Thu 03/06/10	Project Manager,Senior Manager WSO
29	Recruit Controllers	1 day	Fri 04/06/10	Fri 04/06/10	Project Manager,Senior Manager WSO
30	Create and post adverts Engineering Team	1.25 days	Tue 22/06/10	Wed 23/06/10	Project Manager[20%],Senior Manager WSO[90%]
31	Interview Engineering Team	3 days	Wed 07/07/10	Fri 09/07/10	Project Manager,Senior Manager WSO
32	Recruit Engineering Team	1 day	Wed 14/07/10	Wed 14/07/10	Project Manager,Senior Manager WSO
33	Set Training requirements by post	3 days	Thu 15/07/10	Tue 20/07/10	Project Manager,Senior Manager WSO[20%],M&E Controller,Call Centre Manager
34	Develop Induction plan	2 days	Tue 20/07/10	Thu 22/07/10	Senior Manager WSO,Project Manager
35	Consider New Starters Day	1 day?	Thu 22/07/10	Fri 23/07/10	Senior Manager WSO[50%],Project Manager[50%]
36	Set Training plan by person	3 days	Fri 23/07/10	Thu 29/07/10	Project Manager,Senior Manager WSO,M&E Controller,Call Centre Manager
37	Set personal appraisals and continual development review by person	3 days	Thu 29/07/10	Tue 03/08/10	Project Manager[20%],M&E Controller,Senior Manager WSO,Call Centre Manager
38	Succession Management Plan	0.75 days	Thu 05/08/10	Fri 06/08/10	Project Manager,Senior Manager WSO
39	Review Issues	7.5 days	Fri 26/03/10	Tue 06/04/10	Project Manager[5%],Senior

					Manager WSO[5%]
40					
41	QMS & Documentation	40.5 days?	Mon 02/08/10	Mon 27/09/10	Project Manager,Senior Manager WSO
42	TOR Control Centre and Call Centre	2 days	Mon 02/08/10	Tue 03/08/10	Project Manager,Senior Manager WSO[20%]
43	Internal Business Plan	5 days	Wed 04/08/10	Tue 10/08/10	Project Manager,Senior Manager WSO[50%],Call Centre Manager,IS Manager,M&E Controller
44	Finalisng SLA	2 days	Wed 11/08/10	Thu 12/08/10	Project Manager,Senior Manager WSO[20%],IS Manager,M&E Controller,Call Centre Manager
45	Identify staff for QMS roles	1 day	Fri 13/08/10	Fri 13/08/10	Project Manager,Senior Manager WSO[20%]
46	Set up training plan for QMS staff	1 day	Mon 23/08/10	Mon 23/08/10	Project Manager,Senior Manager WSO[20%]
47	Train QMS staff	3 days	Tue 31/08/10	Thu 02/09/10	Project Manager,Senior Manager WSO[10%]
48	Write Quality manual	2.5 days	Fri 03/09/10	Tue 07/09/10	Project Manager,Senior Manager WSO
49	Set up heirarchy for QMS documentation	1 day	Tue 07/09/10	Wed 08/09/10	Project Manager,Senior Manager WSO
50	Set up scope of QMS documentation	0.5 days?	Wed 08/09/10	Wed 08/09/10	Project Manager,Senior Manager WSO
51	Determine the proicesses of the QMS	1 day	Thu 09/09/10	Thu 09/09/10	Project Manager,Senior Manager WSO
52	Determine sequence and interaction of Processes	1 day	Fri 10/09/10	Fri 10/09/10	Project Manager,Senior Manager WSO
53	Develop Process flows	2.5 days	Mon 13/09/10	Wed 15/09/10	Project Manager,Senior Manager WSO
54	Link Kpis and reports to forms	1 day	Wed 15/09/10	Thu 16/09/10	Project Manager,Senior Manager WSO
55	Link forms to work instructions	1 day	Thu 16/09/10	Fri 17/09/10	Project Manager,Senior Manager WSO
56	Link Wis to Procedures	1 day	Fri 17/09/10	Mon 20/09/10	Project Manager,Senior Manager WSO
57	Set up Internal Audit	1.5 days	Mon 20/09/10	Tue 21/09/10	Project Manager,Senior

	Schedule				Manager WSO
58	Agree Audit plan with MGt	0.5 days?	Wed 22/09/10	Wed 22/09/10	Project Manager,Senior Manager WSO
59	Set audit dates with internal auditors	1 day	Wed 22/09/10	Thu 23/09/10	Project Manager,Senior Manager WSO
60	Monitor and measure processes - identify records	1 day	Thu 23/09/10	Fri 24/09/10	Project Manager,Senior Manager WSO
61	Ensure Mgt meetings meet the requirement of MGt Review clause	1 day	Fri 24/09/10	Mon 27/09/10	Project Manager,Senior Manager WSO
62					
63	Work Management	162.53 days?	Mon 04/10/10	Wed 18/05/11	
64	Map high priority process flows	3 days	Mon 04/10/10	Wed 06/10/10	Project Manager,Call Centre Manager,M&E Controller,Ops Controller,Senior Manager WSO[10%]
65	Write high prioirity detailed requirements	5 days	Thu 07/10/10	Wed 13/10/10	Project Manager,M&E Controller,Senior Manager WSO[10%],IS Manager,Call Centre Manager,Ops Controller
66	Review detailed requirements	2 days	Thu 14/10/10	Fri 15/10/10	M&E Controller,Project Manager,Senior Manager WSO[10%],IS Manager,Call Centre Manager,Ops Controller
67	Review workshop1	1 day	Mon 18/10/10	Mon 18/10/10	M&E Controller,Project Manager,Senior Manager WSO[10%],IS Manager,Call Centre Manager,Ops Controller
68	Review workshop2	1 day	Tue 19/10/10	Tue 19/10/10	M&E Controller,Project Manager,Senior Manager WSO,IS Manager,Call Centre Manager,Ops Controller
69	Sign off detailed requirements	0.5 days	Wed 20/10/10	Wed 20/10/10	Project Manager,Senior Manager WSO
70	Produce list of all Daily Operator activities at Task Level -Treatment Production Ops	2 days	Wed 20/10/10	Mon 25/10/10	Project Manager,Ops Controller

71	Produce list of all Daily Operator activities at Task Level -Treatment Production M&E	2 days	Mon 25/10/10	Wed 27/10/10	Project Manager,M&E Controller
72	Produce list of all Daily Operator activities at Task Level - Treatment Sewage Ops	2 days	Wed 27/10/10	Mon 01/11/10	Project Manager,Ops Controller
73	Produce list of all Daily Operator activities at Task Level - Treatment Sewage M&E	2 days	Mon 01/11/10	Wed 03/11/10	Project Manager,M&E Controller
74	Produce list of all Daily Operator activities at Task Level - Networks Supply	2 days	Wed 03/11/10	Mon 08/11/10	Project Manager,Ops Controller
75	Produce list of all Daily Operator activities at Task Level - Networks Waste	2 days	Mon 08/11/10	Thu 11/11/10	Project Manager,Ops Controller
76	Quantify tasks into discrete jobs	2 days	Thu 11/11/10	Mon 15/11/10	Project Manager,Ops Controller,M&E Controller,Call Centre Manager[50%]
77	Give jobs frequency, lead time, duration, skill, materials etc	2 days	Mon 15/11/10	Wed 17/11/10	Project Manager,M&E Controller,Ops Controller,Call Centre Manager[50%]
78	Ensure telemetry alarms are created as jobs	3 days	Wed 17/11/10	Mon 22/11/10	Project Manager[50%],M&E Controller,IS Manager
79	Ensure customer incidents are created as jobs	4 days	Tue 23/11/10	Mon 29/11/10	Project Manager[50%],Call Centre Manager,IS Manager[90%]
80	Job Data - set-up working rounds for planned work - Treatment Production Ops	1 day	Mon 29/11/10	Tue 30/11/10	Project Manager,Ops Controller
81	Job Data - set-up working rounds for	1 day	Tue 30/11/10	Wed 01/12/10	Project Manager,M&E Controller

	planned work - Treatment Production M&E				
82	Job Data - set-up working rounds for planned work - Treatment Sewagen Ops	1 day	Wed 01/12/10	Thu 02/12/10	Project Manager,Ops Controller
83	Job Data - set-up working rounds for planned work - Treatment Sewage M&E	1 day	Thu 02/12/10	Fri 03/12/10	Project Manager,M&E Controller
84	Job Data - set-up working rounds for planned work - Networks Supply	1 day	Fri 03/12/10	Mon 06/12/10	Project Manager,Ops Controller
85	Job Data - set-up working rounds for planned work - Networks Waste	1 day	Mon 06/12/10	Tue 07/12/10	Project Manager,Ops Controller
86	Job Data - set up Asset level jobs (greasing & cals)	1.6 days	Tue 07/12/10	Wed 08/12/10	Project Manager,M&E Controller,Ops Controller
87	Job Data - Set up and include all Job types (Routine weekly, 6 monthly etc)	1 day	Wed 08/12/10	Fri 10/12/10	Project Manager,Ops Controller,M&E Controller
88	Set up Performance indicators (readings against Assets and/or jobs that give actions)	1 day	Fri 10/12/10	Mon 13/12/10	Project Manager,M&E Controller,Call Centre Manager,Ops Controller
89	Scope out Performance Reports	2 days	Mon 13/12/10	Wed 15/12/10	Project Manager,M&E Controller,Senior Manager WSO[10%],Ops Controller,Call Centre Manager
90	Set up Craft Skills	2 days	Wed 15/12/10	Fri 17/12/10	Project Manager[50%],M&E Controller,Ops Controller
91	Define Scheduling approach	2 days	Fri 17/12/10	Tue 21/12/10	Project Manager,Senior Manager WSO[10%],M&E Controller,Call Centre

					Manager[20%],Ops Controller
92	Write BOPs (Business Operating Procedures)	2 days	Tue 21/12/10	Thu 23/12/10	Project Manager,Senior Manager WSO[10%],Call Centre Manager[50%],Ops Controller,M&E Controller
93	Analyse low frequency work - Monthly plus jobs	0.5 days	Thu 23/12/10	Fri 24/12/10	Project Manager[90%],M&E Controller[90%],Ops Controller[90%]
94	Analyse and allow time for Ad Hoc Jobs	0.5 days	Fri 31/12/10	Fri 31/12/10	Project Manager[90%],M&E Controller[90%],Ops Controller[90%]
95	Analyse and document Complex tasks - Nirate, GAC, Crypto etc	2 days	Fri 31/12/10	Tue 04/01/11	Project Manager[90%],Ops Controller,M&E Controller
96	Field Days - Operator Input/ Feedback Production Ops	1 day?	Tue 04/01/11	Wed 05/01/11	Project Manager
97	Field Days - Operator Input/ Feedback Production M&E	1 day?	Wed 05/01/11	Thu 06/01/11	Project Manager
98	Field Days - Operator Input/ Feedback Sewage Treatment Ops	1 day?	Thu 06/01/11	Fri 07/01/11	Project Manager
99	Field Days - Operator Input/ Feedback Sewage treatment M&E	1 day?	Fri 07/01/11	Mon 10/01/11	Project Manager
100	Field Days - Operator Input/ Feedback Supply	1 day?	Mon 10/01/11	Tue 11/01/11	Project Manager
101	Field Days - Operator Input/ Feedback Waste	1 day?	Tue 11/01/11	Wed 12/01/11	Project Manager
102	Migration of current jobs into new systems etc	5 days	Wed 12/01/11	Wed 19/01/11	Project Manager,IS Manager,M&E Controller[50%],Ops Controller[50%],Call

					Centre Manager[50%]
103	Migration issues analysis	2 days	Wed 19/01/11	Fri 21/01/11	Project Manager,IS Manager
104	Performance and other reporting migration	2 days	Fri 21/01/11	Thu 27/01/11	Project Manager,IS Manager,M&E Controller[50%],Ops Controller[50%],Call Centre Manager[50%]
105	New System configuration	10 days	Thu 27/01/11	Thu 10/02/11	IS Manager,Project Manager
106	Develop agency pages	2 days	Thu 10/02/11	Mon 14/02/11	IS Manager,Project Manager
107	Mobile solution development	10 days	Mon 14/02/11	Mon 28/02/11	IS Manager,Project Manager
108	Interface development	10 days	Mon 28/02/11	Mon 14/03/11	M&E Controller,IS Manager,Project Manager
109	Report development	3 days	Mon 14/03/11	Thu 17/03/11	M&E Controller,Project Manager,IS Manager,Senior Manager WSO[20%],Call Centre Manager,Ops Controller
110	Solution developed	5 days	Thu 17/03/11	Thu 24/03/11	IS Manager,Project Manager
111	Redevelop legacy systems	3 days	Thu 31/03/11	Tue 05/04/11	IS Manager,Project Manager
112	User acceptance testing	5 days	Tue 05/04/11	Tue 12/04/11	M&E Controller,Project Manager,IS Manager,Call Centre Manager,Ops Controller
113	Create help text	1 day	Tue 12/04/11	Wed 13/04/11	IS Manager,Project Manager
114	Design training	3 days	Wed 13/04/11	Mon 18/04/11	Project Manager,IS Manager[50%],M&E Controller[20%],Call Centre Manager[20%],Ops Controller[20%]
115	Document new business processes	2 days	Mon 18/04/11	Wed 20/04/11	Project Manager
116	Admin training	2 days	Wed 20/04/11	Fri 22/04/11	Project Manager,IS Manager,Call Centre Manager
117	Scheduler training	2 days	Fri 22/04/11	Tue 26/04/11	Project Manager,IS Manager,Call Centre

					Manager,M&E Controller,Ops Controller
118	Managers training	2 days	Tue 26/04/11	Thu 28/04/11	Project Manager,IS Manager
119	Supervisors training	5 days	Thu 28/04/11	Thu 05/05/11	M&E Controller,IS Manager,Project Manager,Ops Controller
120	Field staff training	5 days	Thu 05/05/11	Thu 12/05/11	M&E Controller,Project Manager,IS Manager,Ops Controller
121	Live data load	3 days	Thu 12/05/11	Tue 17/05/11	IS Manager,Project Manager
122	Go live	1 day	Tue 17/05/11	Wed 18/05/11	Project Manager
123					
124	Miscellaeneous	135 days?	Mon 19/04/10	Fri 22/10/10	
125	Relay info when customer on hold	3 days	Thu 01/07/10	Mon 05/07/10	Project Manager,IS Manager,Call Centre Manager
126	Target customers with info when/before problems known	3 days	Mon 02/08/10	Wed 04/08/10	Project Manager,IS Manager,Call Centre Manager
127	Lack of information around the business - distribute real time info to the field and Call takers – set in Implementation Plan	2 days	Mon 06/09/10	Tue 07/09/10	Project Manager,IS Manager
128	Capture knowledge on mimics	4 days	Mon 06/09/10	Thu 09/09/10	Project Manager,M&E Controller,IS Manager
129	Establish "Plant out of Action" report	1 day?	Mon 19/04/10	Mon 19/04/10	Project Manager,M&E Controller
130	Need to close ALL jobs with cause information - incentivise?	2 days	Mon 17/05/10	Tue 18/05/10	Project Manager,Senior Manager WSO[5%],M&E Controller,Ops Controller,Call Centre Manager
131	Assign responsibilities for producing emergency plans. Include provision and control of	5 days	Mon 18/10/10	Fri 22/10/10	Project Manager,Senior Manager WSO[10%]

Task ID	Task Name	Resource Name	Work	Start	Finish
	Emergency Planning documentation in Implementation Plan				

Assignments

Task ID	Task Name	Resource Name	Work	Start	Finish
4	IT equipment and personal Screens	Project Manager	4.8 hrs	Tue 06/04/10	Thu 08/04/10
4	IT equipment and personal Screens	Senior Manager WSO	2 hrs	Tue 06/04/10	Mon 12/04/10
4	IT equipment and personal Screens	IS Manager	4.8 hrs	Tue 06/04/10	Thu 08/04/10
5	Software Installation onto PCs	Project Manager	3.2 hrs	Tue 13/04/10	Wed 14/04/10
5	Software Installation onto PCs	Senior Manager WSO	1.67 hrs	Tue 13/04/10	Tue 13/04/10
5	Software Installation onto PCs	IS Manager	0.12 hrs	Tue 13/04/10	Tue 13/04/10
6	Server Structures and protocols	Project Manager	0.37 hrs	Thu 15/04/10	Thu 15/04/10
6	Server Structures and protocols	IS Manager	2.75 hrs	Thu 15/04/10	Thu 15/04/10
6	Server Structures and protocols	Senior Manager WSO	3.68 hrs	Thu 15/04/10	Thu 15/04/10
7	Personal furnishings	Project Manager	0.18 hrs	Tue 06/04/10	Tue 06/04/10
7	Personal furnishings	Senior Manager WSO	3.82 hrs	Tue 06/04/10	Tue 06/04/10
8	Reference visits to control centres re video screens	IS Manager	16 hrs	Mon 19/04/10	Tue 20/04/10
8	Reference visits to control centres re video screens	Senior Manager WSO	16 hrs	Mon 19/04/10	Tue 20/04/10
8	Reference visits to control centres re video screens	Project Manager	16 hrs	Mon 19/04/10	Tue 20/04/10
9	Video Wall Projector	Project Manager	0.8 hrs	Mon 26/04/10	Tue 27/04/10
9	Video Wall Projector	Senior Manager WSO	0.8 hrs	Mon 26/04/10	Tue 27/04/10
9	Video Wall Projector	IS Manager	8 hrs	Mon 26/04/10	Tue 27/04/10
10	Set up of telephones and call routing, groups etc	Project Manager	0.83 hrs	Thu 22/04/10	Fri 23/04/10
10	Set up of telephones and call routing, groups etc	IS Manager	4.18 hrs	Thu 22/04/10	Fri 23/04/10

10	Set up of telephones and call routing, groups etc	Call Centre Manager	4.18 hrs	Thu 22/04/10	Fri 23/04/10
10	Set up of telephones and call routing, groups etc	Senior Manager WSO	8.38 hrs	Thu 22/04/10	Fri 23/04/10
11	Call recording package	Project Manager	0.22 hrs	Mon 03/05/10	Mon 03/05/10
11	Call recording package	Senior Manager WSO	0.22 hrs	Mon 03/05/10	Mon 03/05/10
11	Call recording package	IS Manager	12 hrs	Mon 03/05/10	Tue 04/05/10
11	Call recording package	Call Centre Manager	2.18 hrs	Mon 03/05/10	Mon 03/05/10
12	Telemetry routing	M&E Controller	14.3 hrs	Mon 10/05/10	Tue 11/05/10
12	Telemetry routing	IS Manager	14.3 hrs	Mon 10/05/10	Tue 11/05/10
12	Telemetry routing	Project Manager	0.95 hrs	Mon 10/05/10	Wed 12/05/10
12	Telemetry routing	Senior Manager WSO	32.43 hrs	Mon 10/05/10	Fri 14/05/10
13	Set Up of Telemetry package Adroit	IS Manager	4.28 hrs	Fri 14/05/10	Tue 18/05/10
13	Set Up of Telemetry package Adroit	Project Manager	4.28 hrs	Fri 14/05/10	Tue 18/05/10
13	Set Up of Telemetry package Adroit	M&E Controller	16.05 hrs	Fri 14/05/10	Tue 18/05/10
13	Set Up of Telemetry package Adroit	Senior Manager WSO	21.4 hrs	Fri 14/05/10	Tue 18/05/10
14	Telemetry Reporting package - Opus and Alarm Management	IS Manager	9.47 hrs	Tue 18/05/10	Fri 21/05/10
14	Telemetry Reporting package - Opus and Alarm Management	Project Manager	3.78 hrs	Tue 18/05/10	Fri 21/05/10
14	Telemetry Reporting package - Opus and Alarm Management	M&E Controller	14.2 hrs	Tue 18/05/10	Fri 21/05/10
14	Telemetry Reporting package - Opus and Alarm Management	Senior Manager WSO	18.93 hrs	Tue 18/05/10	Fri 21/05/10
15	Set up of personal and post logons	IS Manager	4.8 hrs	Tue 01/06/10	Wed 02/06/10
15	Set up of personal and post logons	Call Centre Manager	4.8 hrs	Tue 01/06/10	Wed 02/06/10
15	Set up of personal and post logons	Project Manager	4.8 hrs	Tue 01/06/10	Wed 02/06/10
15	Set up of personal and post logons	Senior Manager WSO	9.6 hrs	Tue 01/06/10	Wed 02/06/10

16	Set up of Faultman	IS Manager	7.2 hrs	Wed 02/06/10	Thu 03/06/10
16	Set up of Faultman	Project Manager	7.2 hrs	Wed 02/06/10	Thu 03/06/10
16	Set up of Faultman	Call Centre Manager	7.2 hrs	Wed 02/06/10	Thu 03/06/10
16	Set up of Faultman	Senior Manager WSO	14.4 hrs	Wed 02/06/10	Thu 03/06/10
17	Systems - link jobs	IS Manager	10.8 hrs	Fri 04/06/10	Mon 07/06/10
17	Systems - link jobs	Call Centre Manager	3.6 hrs	Fri 04/06/10	Mon 07/06/10
17	Systems - link jobs	Project Manager	3.6 hrs	Fri 04/06/10	Mon 07/06/10
17	Systems - link jobs	M&E Controller	3.6 hrs	Fri 04/06/10	Mon 07/06/10
17	Systems - link jobs	Senior Manager WSO	14.4 hrs	Fri 04/06/10	Mon 07/06/10
18	Systems - Integration required between the 3 IT systems	IS Manager	6 hrs	Mon 07/06/10	Wed 09/06/10
18	Systems - Integration required between the 3 IT systems	Project Manager	6 hrs	Mon 07/06/10	Wed 09/06/10
18	Systems - Integration required between the 3 IT systems	Senior Manager WSO	12 hrs	Mon 07/06/10	Wed 09/06/10
20	Staffing	Project Manager	762.4 hrs	Fri 26/03/10	Fri 06/08/10
20	Staffing	Senior Manager WSO	762.4 hrs	Fri 26/03/10	Fri 06/08/10
21	Finalising organogram	Project Manager	4 hrs	Tue 06/04/10	Wed 07/04/10
21	Finalising organogram	Senior Manager WSO	2 hrs	Tue 06/04/10	Wed 07/04/10
22	Complete JDs and T&Cs	Project Manager	8 hrs	Mon 12/04/10	Wed 14/04/10
22	Complete JDs and T&Cs	Senior Manager WSO	4 hrs	Mon 12/04/10	Wed 14/04/10
23	Recruitment plan	Project Manager	6 hrs	Tue 20/04/10	Thu 22/04/10
23	Recruitment plan	Senior Manager WSO	1.6 hrs	Tue 20/04/10	Thu 22/04/10
24	Create and post adverts Schedulers	Project Manager	7.2 hrs	Mon 26/04/10	Mon 26/04/10
24	Create and post adverts Schedulers	Senior Manager WSO	1 hr	Mon 26/04/10	Mon 26/04/10
25	Interview Schedulers	Project Manager	24 hrs	Mon 10/05/10	Wed 12/05/10
25	Interview Schedulers	Senior Manager WSO	24 hrs	Mon 10/05/10	Wed 12/05/10
25	Interview Schedulers	M&E Controller	24 hrs	Mon 10/05/10	Wed 12/05/10

25	Interview Schedulers	Call Centre Manager	24 hrs	Mon 10/05/10	Wed 12/05/10
26	Recruit Schedulers	Project Manager	4 hrs	Mon 17/05/10	Mon 17/05/10
26	Recruit Schedulers	Senior Manager WSO	4 hrs	Mon 17/05/10	Mon 17/05/10
27	Create and post adverts Controllers	Project Manager	7.2 hrs	Thu 20/05/10	Thu 20/05/10
27	Create and post adverts Controllers	Senior Manager WSO	7.2 hrs	Thu 20/05/10	Thu 20/05/10
28	Interview Controllers	Project Manager	24 hrs	Tue 01/06/10	Thu 03/06/10
28	Interview Controllers	Senior Manager WSO	24 hrs	Tue 01/06/10	Thu 03/06/10
29	Recruit Controllers	Project Manager	2 hrs	Fri 04/06/10	Fri 04/06/10
29	Recruit Controllers	Senior Manager WSO	8 hrs	Fri 04/06/10	Fri 04/06/10
30	Create and post adverts Engineering Team	Project Manager	2 hrs	Tue 22/06/10	Wed 23/06/10
30	Create and post adverts Engineering Team	Senior Manager WSO	7.2 hrs	Tue 22/06/10	Tue 22/06/10
31	Interview Engineering Team	Project Manager	24 hrs	Wed 07/07/10	Fri 09/07/10
31	Interview Engineering Team	Senior Manager WSO	24 hrs	Wed 07/07/10	Fri 09/07/10
32	Recruit Engineering Team	Project Manager	2 hrs	Wed 14/07/10	Wed 14/07/10
32	Recruit Engineering Team	Senior Manager WSO	8 hrs	Wed 14/07/10	Wed 14/07/10
33	Set Training requirements by post	Project Manager	18 hrs	Thu 15/07/10	Mon 19/07/10
33	Set Training requirements by post	Senior Manager WSO	4.8 hrs	Thu 15/07/10	Tue 20/07/10
33	Set Training requirements by post	M&E Controller	24 hrs	Thu 15/07/10	Tue 20/07/10
33	Set Training requirements by post	Call Centre Manager	24 hrs	Thu 15/07/10	Tue 20/07/10
34	Develop Induction plan	Senior Manager WSO	2 hrs	Tue 20/07/10	Tue 20/07/10
34	Develop Induction plan	Project Manager	16 hrs	Tue 20/07/10	Thu 22/07/10
35	Consider New Starters Day	Senior Manager WSO	4 hrs	Thu 22/07/10	Fri 23/07/10
35	Consider New Starters Day	Project Manager	4 hrs	Thu 22/07/10	Fri 23/07/10
36	Set Training plan by person	Project Manager	18 hrs	Fri 23/07/10	Wed 28/07/10
36	Set Training plan by person	Senior Manager WSO	3 hrs	Fri 23/07/10	Mon 26/07/10

36	Set Training plan by person	M&E Controller	24 hrs	Fri 23/07/10	Thu 29/07/10
36	Set Training plan by person	Call Centre Manager	24 hrs	Fri 23/07/10	Thu 29/07/10
37	Set personal appraisals and continual development review by person	Project Manager	4.8 hrs	Thu 29/07/10	Tue 03/08/10
37	Set personal appraisals and continual development review by person	M&E Controller	24 hrs	Thu 29/07/10	Tue 03/08/10
37	Set personal appraisals and continual development review by person	Senior Manager WSO	24 hrs	Thu 29/07/10	Tue 03/08/10
37	Set personal appraisals and continual development review by person	Call Centre Manager	24 hrs	Thu 29/07/10	Tue 03/08/10
38	Succession Management Plan	Project Manager	6 hrs	Thu 05/08/10	Fri 06/08/10
38	Succession Management Plan	Senior Manager WSO	6 hrs	Thu 05/08/10	Fri 06/08/10
39	Review Issues	Project Manager	3 hrs	Fri 26/03/10	Tue 06/04/10
39	Review Issues	Senior Manager WSO	3 hrs	Fri 26/03/10	Tue 06/04/10
41	QMS & Documentation	Project Manager	324 hrs	Mon 02/08/10	Mon 27/09/10
41	QMS & Documentation	Senior Manager WSO	324 hrs	Mon 02/08/10	Mon 27/09/10
42	TOR Control Centre and Call Centre	Project Manager	8 hrs	Mon 02/08/10	Mon 02/08/10
42	TOR Control Centre and Call Centre	Senior Manager WSO	3.2 hrs	Mon 02/08/10	Tue 03/08/10
43	Internal Business Plan	Project Manager	40 hrs	Wed 04/08/10	Tue 10/08/10
43	Internal Business Plan	Senior Manager WSO	20 hrs	Wed 04/08/10	Tue 10/08/10
43	Internal Business Plan	Call Centre Manager	40 hrs	Wed 04/08/10	Tue 10/08/10
43	Internal Business Plan	IS Manager	40 hrs	Wed 04/08/10	Tue 10/08/10
43	Internal Business Plan	M&E Controller	40 hrs	Wed 04/08/10	Tue 10/08/10
44	Finalisng SLA	Project Manager	8 hrs	Wed 11/08/10	Wed 11/08/10
44	Finalisng SLA	Senior Manager WSO	3.2 hrs	Wed 11/08/10	Thu 12/08/10
44	Finalisng SLA	IS Manager	8 hrs	Wed 11/08/10	Wed 11/08/10
44	Finalisng SLA	M&E Controller	8 hrs	Wed 11/08/10	Wed 11/08/10
44	Finalisng SLA	Call Centre	8 hrs	Wed 11/08/10	Wed 11/08/10

		Manager			
45	Identify staff for QMS roles	Project Manager	4 hrs	Fri 13/08/10	Fri 13/08/10
45	Identify staff for QMS roles	Senior Manager WSO	1.6 hrs	Fri 13/08/10	Fri 13/08/10
46	Set up training plan for QMS staff	Project Manager	8 hrs	Mon 23/08/10	Mon 23/08/10
46	Set up training plan for QMS staff	Senior Manager WSO	1.6 hrs	Mon 23/08/10	Mon 23/08/10
47	Train QMS staff	Project Manager	20 hrs	Tue 31/08/10	Thu 02/09/10
47	Train QMS staff	Senior Manager WSO	2.4 hrs	Tue 31/08/10	Thu 02/09/10
48	Write Quality manual	Project Manager	20 hrs	Fri 03/09/10	Tue 07/09/10
48	Write Quality manual	Senior Manager WSO	20 hrs	Fri 03/09/10	Tue 07/09/10
49	Set up heirarchy for QMS documentation	Project Manager	8 hrs	Tue 07/09/10	Wed 08/09/10
49	Set up heirarchy for QMS documentation	Senior Manager WSO	8 hrs	Tue 07/09/10	Wed 08/09/10
50	Set up scope of QMS documentation	Project Manager	4 hrs	Wed 08/09/10	Wed 08/09/10
50	Set up scope of QMS documentation	Senior Manager WSO	4 hrs	Wed 08/09/10	Wed 08/09/10
51	Determine the proicesses of the QMS	Project Manager	8 hrs	Thu 09/09/10	Thu 09/09/10
51	Determine the proicesses of the QMS	Senior Manager WSO	8 hrs	Thu 09/09/10	Thu 09/09/10
52	Determine sequence and interaction of Processes	Project Manager	8 hrs	Fri 10/09/10	Fri 10/09/10
52	Determine sequence and interaction of Processes	Senior Manager WSO	8 hrs	Fri 10/09/10	Fri 10/09/10
53	Develop Process flows	Project Manager	20 hrs	Mon 13/09/10	Wed 15/09/10
53	Develop Process flows	Senior Manager WSO	20 hrs	Mon 13/09/10	Wed 15/09/10
54	Link Kpis and reports to forms	Project Manager	8 hrs	Wed 15/09/10	Thu 16/09/10
54	Link Kpis and reports to forms	Senior Manager WSO	8 hrs	Wed 15/09/10	Thu 16/09/10
55	Link forms to work instructions	Project Manager	8 hrs	Thu 16/09/10	Fri 17/09/10
55	Link forms to work instructions	Senior Manager WSO	8 hrs	Thu 16/09/10	Fri 17/09/10
56	Link Wis to Procedures	Project Manager	8 hrs	Fri 17/09/10	Mon 20/09/10

56	Link Wis to Procedures	Senior Manager WSO	8 hrs	Fri 17/09/10	Mon 20/09/10
57	Set up Internal Audit Schedule	Project Manager	12 hrs	Mon 20/09/10	Tue 21/09/10
57	Set up Internal Audit Schedule	Senior Manager WSO	12 hrs	Mon 20/09/10	Tue 21/09/10
58	Agree Audit plan with MGt	Project Manager	4 hrs	Wed 22/09/10	Wed 22/09/10
58	Agree Audit plan with MGt	Senior Manager WSO	4 hrs	Wed 22/09/10	Wed 22/09/10
59	Set audit dates with internal auditors	Project Manager	8 hrs	Wed 22/09/10	Thu 23/09/10
59	Set audit dates with internal auditors	Senior Manager WSO	8 hrs	Wed 22/09/10	Thu 23/09/10
60	Monitor and measure processes - identify records	Project Manager	8 hrs	Thu 23/09/10	Fri 24/09/10
60	Monitor and measure processes - identify records	Senior Manager WSO	8 hrs	Thu 23/09/10	Fri 24/09/10
61	Ensure Mgt meetings meet the requirement of MGt Review clause	Project Manager	8 hrs	Fri 24/09/10	Mon 27/09/10
61	Ensure Mgt meetings meet the requirement of MGt Review clause	Senior Manager WSO	8 hrs	Fri 24/09/10	Mon 27/09/10
64	Map high priority process flows	Project Manager	24 hrs	Mon 04/10/10	Wed 06/10/10
64	Map high priority process flows	Call Centre Manager	24 hrs	Mon 04/10/10	Wed 06/10/10
64	Map high priority process flows	M&E Controller	24 hrs	Mon 04/10/10	Wed 06/10/10
64	Map high priority process flows	Ops Controller	24 hrs	Mon 04/10/10	Wed 06/10/10
64	Map high priority process flows	Senior Manager WSO	2.4 hrs	Mon 04/10/10	Wed 06/10/10
65	Write high prioirity detailed requirements	Project Manager	40 hrs	Thu 07/10/10	Wed 13/10/10
65	Write high prioirity detailed requirements	M&E Controller	40 hrs	Thu 07/10/10	Wed 13/10/10
65	Write high prioirity detailed requirements	Senior Manager WSO	4 hrs	Thu 07/10/10	Wed 13/10/10
65	Write high prioirity detailed requirements	IS Manager	40 hrs	Thu 07/10/10	Wed 13/10/10
65	Write high prioirity detailed requirements	Call Centre Manager	40 hrs	Thu 07/10/10	Wed 13/10/10

65	Write high prioirity detailed requirements	Ops Controller	40 hrs	Thu 07/10/10	Wed 13/10/10
66	Review detailed requirements	M&E Controller	16 hrs	Thu 14/10/10	Fri 15/10/10
66	Review detailed requirements	Project Manager	16 hrs	Thu 14/10/10	Fri 15/10/10
66	Review detailed requirements	Senior Manager WSO	1.6 hrs	Thu 14/10/10	Fri 15/10/10
66	Review detailed requirements	IS Manager	16 hrs	Thu 14/10/10	Fri 15/10/10
66	Review detailed requirements	Call Centre Manager	16 hrs	Thu 14/10/10	Fri 15/10/10
66	Review detailed requirements	Ops Controller	16 hrs	Thu 14/10/10	Fri 15/10/10
67	Review workshop1	M&E Controller	8 hrs	Mon 18/10/10	Mon 18/10/10
67	Review workshop1	Project Manager	8 hrs	Mon 18/10/10	Mon 18/10/10
67	Review workshop1	Senior Manager WSO	0.8 hrs	Mon 18/10/10	Mon 18/10/10
67	Review workshop1	IS Manager	8 hrs	Mon 18/10/10	Mon 18/10/10
67	Review workshop1	Call Centre Manager	8 hrs	Mon 18/10/10	Mon 18/10/10
67	Review workshop1	Ops Controller	8 hrs	Mon 18/10/10	Mon 18/10/10
68	Review workshop2	M&E Controller	8 hrs	Tue 19/10/10	Tue 19/10/10
68	Review workshop2	Project Manager	8 hrs	Tue 19/10/10	Tue 19/10/10
68	Review workshop2	Senior Manager WSO	8 hrs	Tue 19/10/10	Tue 19/10/10
68	Review workshop2	IS Manager	8 hrs	Tue 19/10/10	Tue 19/10/10
68	Review workshop2	Call Centre Manager	8 hrs	Tue 19/10/10	Tue 19/10/10
68	Review workshop2	Ops Controller	8 hrs	Tue 19/10/10	Tue 19/10/10
69	Sign off detailed requirements	Project Manager	4 hrs	Wed 20/10/10	Wed 20/10/10
69	Sign off detailed requirements	Senior Manager WSO	4 hrs	Wed 20/10/10	Wed 20/10/10
70	Produce list of all Daily Operator activities at Task Level -Treatment Production Ops	Project Manager	16 hrs	Thu 21/10/10	Mon 25/10/10
70	Produce list of all Daily Operator activities at Task Level -Treatment Production Ops	Ops Controller	16 hrs	Thu 21/10/10	Mon 25/10/10

71	Produce list of all Daily Operator activities at Task Level -Treatment Production M&E	Project Manager	16 hrs	Mon 25/10/10	Wed 27/10/10
71	Produce list of all Daily Operator activities at Task Level -Treatment Production M&E	M&E Controller	16 hrs	Mon 25/10/10	Wed 27/10/10
72	Produce list of all Daily Operator activities at Task Level - Treatment Sewage Ops	Project Manager	16 hrs	Thu 28/10/10	Mon 01/11/10
72	Produce list of all Daily Operator activities at Task Level - Treatment Sewage Ops	Ops Controller	16 hrs	Thu 28/10/10	Mon 01/11/10
73	Produce list of all Daily Operator activities at Task Level - Treatment Sewage M&E	Project Manager	16 hrs	Mon 01/11/10	Wed 03/11/10
73	Produce list of all Daily Operator activities at Task Level - Treatment Sewage M&E	M&E Controller	16 hrs	Mon 01/11/10	Wed 03/11/10
74	Produce list of all Daily Operator activities at Task Level - Networks Supply	Project Manager	16 hrs	Thu 04/11/10	Mon 08/11/10
74	Produce list of all Daily Operator activities at Task Level - Networks Supply	Ops Controller	16 hrs	Thu 04/11/10	Mon 08/11/10
75	Produce list of all Daily Operator activities at Task Level - Networks Waste	Project Manager	16 hrs	Tue 09/11/10	Thu 11/11/10
75	Produce list of all Daily Operator activities at Task Level - Networks Waste	Ops Controller	16 hrs	Tue 09/11/10	Thu 11/11/10
76	Quantify tasks into discrete jobs	Project Manager	16 hrs	Thu 11/11/10	Mon 15/11/10
76	Quantify tasks into discrete jobs	Ops Controller	16 hrs	Thu 11/11/10	Mon 15/11/10
76	Quantify tasks into discrete jobs	M&E Controller	16 hrs	Thu 11/11/10	Mon 15/11/10
76	Quantify tasks into discrete jobs	Call Centre Manager	8 hrs	Thu 11/11/10	Mon 15/11/10
77	Give jobs frequency, lead	Project Manager	16 hrs	Mon 15/11/10	Wed 17/11/10

	time, duration, skill, materials etc				
77	Give jobs frequency, lead time, duration, skill, materials etc	M&E Controller	16 hrs	Mon 15/11/10	Wed 17/11/10
77	Give jobs frequency, lead time, duration, skill, materials etc	Ops Controller	16 hrs	Mon 15/11/10	Wed 17/11/10
77	Give jobs frequency, lead time, duration, skill, materials etc	Call Centre Manager	8 hrs	Mon 15/11/10	Wed 17/11/10
78	Ensure telemetry alarms are created as jobs	Project Manager	8.4 hrs	Thu 18/11/10	Mon 22/11/10
78	Ensure telemetry alarms are created as jobs	M&E Controller	16.8 hrs	Thu 18/11/10	Mon 22/11/10
78	Ensure telemetry alarms are created as jobs	IS Manager	24 hrs	Wed 17/11/10	Mon 22/11/10
79	Ensure customer incidents are created as jobs	Project Manager	8 hrs	Thu 25/11/10	Mon 29/11/10
79	Ensure customer incidents are created as jobs	Call Centre Manager	16 hrs	Thu 25/11/10	Mon 29/11/10
79	Ensure customer incidents are created as jobs	IS Manager	14.4 hrs	Tue 23/11/10	Thu 25/11/10
80	Job Data - set-up working rounds for planned work - Treatment Production Ops	Project Manager	8 hrs	Mon 29/11/10	Tue 30/11/10
80	Job Data - set-up working rounds for planned work - Treatment Production Ops	Ops Controller	8 hrs	Mon 29/11/10	Tue 30/11/10
81	Job Data - set-up working rounds for planned work - Treatment Production M&E	Project Manager	8 hrs	Tue 30/11/10	Wed 01/12/10
81	Job Data - set-up working rounds for planned work - Treatment Production M&E	M&E Controller	8 hrs	Tue 30/11/10	Wed 01/12/10
82	Job Data - set-up working rounds for planned work - Treatment Sewagen Ops	Project Manager	8 hrs	Wed 01/12/10	Thu 02/12/10
82	Job Data - set-up working rounds for planned work - Treatment Sewagen Ops	Ops Controller	8 hrs	Wed 01/12/10	Thu 02/12/10
83	Job Data - set-up working rounds for planned work - Treatment Sewage M&E	Project Manager	8 hrs	Thu 02/12/10	Fri 03/12/10

83	Job Data - set-up working rounds for planned work - Treatment Sewage M&E	M&E Controller	8 hrs	Thu 02/12/10	Fri 03/12/10
84	Job Data - set-up working rounds for planned work - Networks Supply	Project Manager	8 hrs	Fri 03/12/10	Mon 06/12/10
84	Job Data - set-up working rounds for planned work - Networks Supply	Ops Controller	8 hrs	Fri 03/12/10	Mon 06/12/10
85	Job Data - set-up working rounds for planned work - Networks Waste	Project Manager	8 hrs	Mon 06/12/10	Tue 07/12/10
85	Job Data - set-up working rounds for planned work - Networks Waste	Ops Controller	8 hrs	Mon 06/12/10	Tue 07/12/10
86	Job Data - set up Asset level jobs (greasing & cals)	Project Manager	8 hrs	Tue 07/12/10	Wed 08/12/10
86	Job Data - set up Asset level jobs (greasing & cals)	M&E Controller	8 hrs	Tue 07/12/10	Wed 08/12/10
86	Job Data - set up Asset level jobs (greasing & cals)	Ops Controller	8 hrs	Tue 07/12/10	Wed 08/12/10
87	Job Data - Set up and include all Job types (Routine weekly, 6 monthly etc)	Project Manager	8 hrs	Wed 08/12/10	Fri 10/12/10
87	Job Data - Set up and include all Job types (Routine weekly, 6 monthly etc)	Ops Controller	8 hrs	Wed 08/12/10	Fri 10/12/10
87	Job Data - Set up and include all Job types (Routine weekly, 6 monthly etc)	M&E Controller	8 hrs	Wed 08/12/10	Fri 10/12/10
88	Set up Performance indicators (readings against Assets and/or jobs that give actions)	Project Manager	8 hrs	Fri 10/12/10	Mon 13/12/10
88	Set up Performance indicators (readings against Assets and/or jobs that give actions)	M&E Controller	8 hrs	Fri 10/12/10	Mon 13/12/10
88	Set up Performance indicators (readings against Assets and/or jobs that give actions)	Call Centre Manager	8 hrs	Fri 10/12/10	Mon 13/12/10

88	Set up Performance indicators (readings against Assets and/or jobs that give actions)	Ops Controller	8 hrs	Fri 10/12/10	Mon 13/12/10
89	Scope out Performance Reports	Project Manager	16 hrs	Mon 13/12/10	Wed 15/12/10
89	Scope out Performance Reports	M&E Controller	16 hrs	Mon 13/12/10	Wed 15/12/10
89	Scope out Performance Reports	Senior Manager WSO	1.6 hrs	Mon 13/12/10	Wed 15/12/10
89	Scope out Performance Reports	Ops Controller	16 hrs	Mon 13/12/10	Wed 15/12/10
89	Scope out Performance Reports	Call Centre Manager	16 hrs	Mon 13/12/10	Wed 15/12/10
90	Set up Craft Skills	Project Manager	8 hrs	Wed 15/12/10	Fri 17/12/10
90	Set up Craft Skills	M&E Controller	16 hrs	Wed 15/12/10	Fri 17/12/10
90	Set up Craft Skills	Ops Controller	16 hrs	Wed 15/12/10	Fri 17/12/10
91	Define Scheduling approach	Project Manager	16 hrs	Fri 17/12/10	Tue 21/12/10
91	Define Scheduling approach	Senior Manager WSO	1.6 hrs	Fri 17/12/10	Tue 21/12/10
91	Define Scheduling approach	M&E Controller	16 hrs	Fri 17/12/10	Tue 21/12/10
91	Define Scheduling approach	Call Centre Manager	3.2 hrs	Fri 17/12/10	Tue 21/12/10
91	Define Scheduling approach	Ops Controller	16 hrs	Fri 17/12/10	Tue 21/12/10
92	Write BOPs (Business Operating Procedures)	Project Manager	16 hrs	Tue 21/12/10	Thu 23/12/10
92	Write BOPs (Business Operating Procedures)	Senior Manager WSO	1.6 hrs	Tue 21/12/10	Thu 23/12/10
92	Write BOPs (Business Operating Procedures)	Call Centre Manager	8 hrs	Tue 21/12/10	Thu 23/12/10
92	Write BOPs (Business Operating Procedures)	Ops Controller	16 hrs	Tue 21/12/10	Thu 23/12/10
92	Write BOPs (Business Operating Procedures)	M&E Controller	16 hrs	Tue 21/12/10	Thu 23/12/10
93	Analyse low frequency work - Monthly plus jobs	Project Manager	3.6 hrs	Thu 23/12/10	Fri 24/12/10
93	Analyse low frequency work - Monthly plus jobs	M&E Controller	3.6 hrs	Thu 23/12/10	Fri 24/12/10
93	Analyse low frequency work - Monthly plus jobs	Ops Controller	3.6 hrs	Thu 23/12/10	Fri 24/12/10
94	Analyse and allow time for Ad Hoc Jobs	Project Manager	3.6 hrs	Fri 31/12/10	Fri 31/12/10

94	Analyse and allow time for Ad Hoc Jobs	M&E Controller	3.6 hrs	Fri 31/12/10	Fri 31/12/10
94	Analyse and allow time for Ad Hoc Jobs	Ops Controller	3.6 hrs	Fri 31/12/10	Fri 31/12/10
95	Analyse and document Complex tasks - Nirate, GAC, Crypto etc	Project Manager	14.4 hrs	Fri 31/12/10	Tue 04/01/11
95	Analyse and document Complex tasks - Nirate, GAC, Crypto etc	Ops Controller	16 hrs	Fri 31/12/10	Tue 04/01/11
95	Analyse and document Complex tasks - Nirate, GAC, Crypto etc	M&E Controller	16 hrs	Fri 31/12/10	Tue 04/01/11
96	Field Days - Operator Input/ Feedback Production Ops	Project Manager	8 hrs	Tue 04/01/11	Wed 05/01/11
97	Field Days - Operator Input/ Feedback Production M&E	Project Manager	8 hrs	Wed 05/01/11	Thu 06/01/11
98	Field Days - Operator Input/ Feedback Sewage Treatment Ops	Project Manager	8 hrs	Thu 06/01/11	Fri 07/01/11
99	Field Days - Operator Input/ Feedback Sewage treatment M&E	Project Manager	8 hrs	Fri 07/01/11	Mon 10/01/11
100	Field Days - Operator Input/ Feedback Supply	Project Manager	8 hrs	Mon 10/01/11	Tue 11/01/11
101	Field Days - Operator Input/ Feedback Waste	Project Manager	8 hrs	Tue 11/01/11	Wed 12/01/11
102	Migration of current jobs into new systems etc	Project Manager	40 hrs	Wed 12/01/11	Wed 19/01/11
102	Migration of current jobs into new systems etc	IS Manager	40 hrs	Wed 12/01/11	Wed 19/01/11
102	Migration of current jobs into new systems etc	M&E Controller	20 hrs	Wed 12/01/11	Wed 19/01/11
102	Migration of current jobs into new systems etc	Ops Controller	20 hrs	Wed 12/01/11	Wed 19/01/11
102	Migration of current jobs into new systems etc	Call Centre Manager	20 hrs	Wed 12/01/11	Wed 19/01/11
103	Migration issues analysis	Project Manager	16 hrs	Wed 19/01/11	Fri 21/01/11
103	Migration issues analysis	IS Manager	16 hrs	Wed 19/01/11	Fri 21/01/11
104	Performance and other reporting migration	Project Manager	15 hrs	Fri 21/01/11	Tue 25/01/11
104	Performance and other reporting migration	IS Manager	16 hrs	Fri 21/01/11	Thu 27/01/11

104	Performance and other reporting migration	M&E Controller	8 hrs	Fri 21/01/11	Thu 27/01/11
104	Performance and other reporting migration	Ops Controller	8 hrs	Fri 21/01/11	Thu 27/01/11
104	Performance and other reporting migration	Call Centre Manager	8 hrs	Fri 21/01/11	Thu 27/01/11
105	New System configuration	IS Manager	80 hrs	Thu 27/01/11	Thu 10/02/11
105	New System configuration	Project Manager	80 hrs	Thu 27/01/11	Thu 10/02/11
106	Develop agency pages	IS Manager	16 hrs	Thu 10/02/11	Mon 14/02/11
106	Develop agency pages	Project Manager	16 hrs	Thu 10/02/11	Mon 14/02/11
107	Mobile solution development	IS Manager	80 hrs	Mon 14/02/11	Mon 28/02/11
107	Mobile solution development	Project Manager	80 hrs	Mon 14/02/11	Mon 28/02/11
108	Interface development	M&E Controller	80 hrs	Mon 28/02/11	Mon 14/03/11
108	Interface development	IS Manager	80 hrs	Mon 28/02/11	Mon 14/03/11
108	Interface development	Project Manager	80 hrs	Mon 28/02/11	Mon 14/03/11
109	Report development	M&E Controller	24 hrs	Mon 14/03/11	Thu 17/03/11
109	Report development	Project Manager	24 hrs	Mon 14/03/11	Thu 17/03/11
109	Report development	IS Manager	24 hrs	Mon 14/03/11	Thu 17/03/11
109	Report development	Senior Manager WSO	4.8 hrs	Mon 14/03/11	Thu 17/03/11
109	Report development	Call Centre Manager	24 hrs	Mon 14/03/11	Thu 17/03/11
109	Report development	Ops Controller	24 hrs	Mon 14/03/11	Thu 17/03/11
110	Solution developed	IS Manager	40 hrs	Thu 17/03/11	Thu 24/03/11
110	Solution developed	Project Manager	40 hrs	Thu 17/03/11	Thu 24/03/11
111	Redevelop legacy systems	IS Manager	24 hrs	Thu 31/03/11	Tue 05/04/11
111	Redevelop legacy systems	Project Manager	24 hrs	Thu 31/03/11	Tue 05/04/11
112	User acceptance testing	M&E Controller	40 hrs	Tue 05/04/11	Tue 12/04/11
112	User acceptance testing	Project Manager	40 hrs	Tue 05/04/11	Tue 12/04/11
112	User acceptance testing	IS Manager	40 hrs	Tue 05/04/11	Tue 12/04/11
112	User acceptance testing	Call Centre Manager	40 hrs	Tue 05/04/11	Tue 12/04/11
112	User acceptance testing	Ops Controller	40 hrs	Tue 05/04/11	Tue 12/04/11
113	Create help text	IS Manager	8 hrs	Tue 12/04/11	Wed 13/04/11
113	Create help text	Project Manager	8 hrs	Tue 12/04/11	Wed 13/04/11
114	Design training	Project Manager	24 hrs	Wed 13/04/11	Mon 18/04/11
114	Design training	IS Manager	12 hrs	Wed 13/04/11	Mon 18/04/11
114	Design training	M&E Controller	4.8 hrs	Wed 13/04/11	Mon 18/04/11

114	Design training	Call Centre Manager	4.8 hrs	Wed 13/04/11	Mon 18/04/11
114	Design training	Ops Controller	4.8 hrs	Wed 13/04/11	Mon 18/04/11
115	Document new business processes	Project Manager	16 hrs	Mon 18/04/11	Wed 20/04/11
116	Admin training	Project Manager	16 hrs	Wed 20/04/11	Fri 22/04/11
116	Admin training	IS Manager	16 hrs	Wed 20/04/11	Fri 22/04/11
116	Admin training	Call Centre Manager	16 hrs	Wed 20/04/11	Fri 22/04/11
117	Scheduler training	Project Manager	16 hrs	Fri 22/04/11	Tue 26/04/11
117	Scheduler training	IS Manager	16 hrs	Fri 22/04/11	Tue 26/04/11
117	Scheduler training	Call Centre Manager	16 hrs	Fri 22/04/11	Tue 26/04/11
117	Scheduler training	M&E Controller	16 hrs	Fri 22/04/11	Tue 26/04/11
117	Scheduler training	Ops Controller	16 hrs	Fri 22/04/11	Tue 26/04/11
118	Managers training	Project Manager	16 hrs	Tue 26/04/11	Thu 28/04/11
118	Managers training	IS Manager	16 hrs	Tue 26/04/11	Thu 28/04/11
119	Supervisors training	M&E Controller	40 hrs	Thu 28/04/11	Thu 05/05/11
119	Supervisors training	IS Manager	40 hrs	Thu 28/04/11	Thu 05/05/11
119	Supervisors training	Project Manager	40 hrs	Thu 28/04/11	Thu 05/05/11
119	Supervisors training	Ops Controller	40 hrs	Thu 28/04/11	Thu 05/05/11
120	Field staff training	M&E Controller	40 hrs	Thu 05/05/11	Thu 12/05/11
120	Field staff training	Project Manager	40 hrs	Thu 05/05/11	Thu 12/05/11
120	Field staff training	IS Manager	40 hrs	Thu 05/05/11	Thu 12/05/11
120	Field staff training	Ops Controller	40 hrs	Thu 05/05/11	Thu 12/05/11
121	Live data load	IS Manager	24 hrs	Thu 12/05/11	Tue 17/05/11
121	Live data load	Project Manager	24 hrs	Thu 12/05/11	Tue 17/05/11
122	Go live	Project Manager	8 hrs	Tue 17/05/11	Wed 18/05/11
125	Relay info when customer on hold	Project Manager	24 hrs	Thu 01/07/10	Mon 05/07/10
125	Relay info when customer on hold	IS Manager	24 hrs	Thu 01/07/10	Mon 05/07/10
125	Relay info when customer on hold	Call Centre Manager	24 hrs	Thu 01/07/10	Mon 05/07/10
126	Target customers with info when/before problems known	Project Manager	24 hrs	Mon 02/08/10	Wed 04/08/10
126	Target customers with info when/before problems known	IS Manager	24 hrs	Mon 02/08/10	Wed 04/08/10

126	Target customers with info when/before problems known	Call Centre Manager	24 hrs	Mon 02/08/10	Wed 04/08/10
127	Lack of information around the business - distribute real time info to the field and Call takers – set in Implementation Plan	Project Manager	16 hrs	Mon 06/09/10	Tue 07/09/10
127	Lack of information around the business - distribute real time info to the field and Call takers – set in Implementation Plan	IS Manager	16 hrs	Mon 06/09/10	Tue 07/09/10
128	Capture knowledge on mimics	Project Manager	32 hrs	Mon 06/09/10	Thu 09/09/10
128	Capture knowledge on mimics	M&E Controller	32 hrs	Mon 06/09/10	Thu 09/09/10
128	Capture knowledge on mimics	IS Manager	32 hrs	Mon 06/09/10	Thu 09/09/10
129	Establish "Plant out of Action" report	Project Manager	8 hrs	Mon 19/04/10	Mon 19/04/10
129	Establish "Plant out of Action" report	M&E Controller	8 hrs	Mon 19/04/10	Mon 19/04/10
130	Need to close ALL jobs with cause information - incentivise?	Project Manager	16 hrs	Mon 17/05/10	Tue 18/05/10
130	Need to close ALL jobs with cause information - incentivise?	Senior Manager WSO	0.8 hrs	Mon 17/05/10	Tue 18/05/10
130	Need to close ALL jobs with cause information - incentivise?	M&E Controller	16 hrs	Mon 17/05/10	Tue 18/05/10
130	Need to close ALL jobs with cause information - incentivise?	Ops Controller	16 hrs	Mon 17/05/10	Tue 18/05/10
130	Need to close ALL jobs with cause information - incentivise?	Call Centre Manager	16 hrs	Mon 17/05/10	Tue 18/05/10
131	Assign responsibilities for producing emergency plans. Include provision and control of Emergency Planning documentation in Implementation Plan	Project Manager	40 hrs	Mon 18/10/10	Fri 22/10/10
131	Assign responsibilities for	Senior Manager	2.67 hrs	Mon 18/10/10	Thu 21/10/10

	producing emergency plans. Include provision and control of Emergency Planning documentation in Implementation Plan	WSO				