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|  | Stakeholders |  |
| Implement the new WebCentral module On-Demand | * Dev Tech * Apps management * Tech management Mass EBIS support manger(s) |  |
| Undertake consultation with relevant stakeholders to determine business requirements and associated workflow processes, with regards to fault reporting , requested enhancements and requested facilities requirements | * Senior business user * EBIS support manger(s) * Business Analyst * E&B help Desk operator * Nominated service users representing schools and central support * Representation from Trades management and teams * Dev Tech * Apps management * Finance |  |
| Requirement to fully understand how the on-demand product functions and interfaces with current Archibus service | * Senior business user * EBIS support manger(s) * Business Analyst * E&B help Desk operator * Dev Tech * Apps management * External consultant * Finance |  |
| Configure pilot project to determine if application can deliver business objectives with regards to   * User self-service requests via browser * Recording of requests via Estates and Buildings help desk * The distribution of work orders and subsequent updates using the new Archibus mobile framework application | * EBIS support manger(s) * E&B help Desk operator * Representation from Trades management and teams * Nominated service users representing schools and central support * Dev Tech * External consultant * Finance |  |
| Potential specification, development and implementation of and desired in-house development | * Dev Tech * Development CSG * Business Analyst * EBIS support manger(s) * E&B help Desk operator * Representation from Trades management and teams * Nominated service users representing schools and central support * Dev Tech * External consultant * Mass |  |
| Undertake business analysis to review process of fault reporting and determine if current Archibus license of 100 concurrent users is sufficient | * Senior business user * Business Analyst * Nominated service users representing schools and central support |  |
| Undertake load testing to ensure no detrimental impact on current service | * Dev Tech * Tech Management * EBIS support manger(s) * E&B help Desk operator * Representation from Trades management and teams * Nominated service users representing schools and central support |  |
| User training for systems managers, helpdesk support, service users and associated trades teams | Estates and Buildings |  |
| Planned roll-out through the estate | * Senior business user * E&B help Desk operator * Representation from Trades management and teams * Nominated service users representing schools and central support * Finance |  |
| Determine if the application can be utilised for non-infrastructure service requests, i.e furniture, cleaning etc | * Senior business user * E&B help Desk operator * Support Services manager * Business Analyst * EBIS support manger(s) * Service support staff |  |
| Communications | * Senior business user |  |