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|  | Stakeholders  |  |
| Implement the new WebCentral module On-Demand | * Dev Tech
* Apps management
* Tech managementMassEBIS 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
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| Communications  | * Senior business user
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