# IS Applications 3 Year Rolling Planning 2014/15 to 2016/17

## Proposal Suggestion Template

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| --- | --- | --- | --- |
| Programme | *Service Management Improvement* | Programme Priority | *C* |
| Portfolio | *ISG* | Portfolio Priority |  |
| Proposal Name | ***TOPdesk Annual Upgrade***  |
| Proposal Sponsor | *Stuart McFarlane* |
| Other Contributors |  |
| What it is | ***Ensure that UniDesk is running either the current or previous to current version of the TopDesk software. This is the guidance given by the UniDesk board and confirmation of the upgrade schedule will come from the UniDesk CAB. It is expected to result in one upgrade a year.*** |
| Why it is needed / what the benefits are | *This allows us to maximise benefits from the twice yearly releases provided from TopDesk, provide resolution to known bugs and issues in a timely manner and create a positive support environment for institutions using the UniDesk shared service.**It will also reduce the work involved in any single upgrade by keeping upgrades incremental rather than spanning across several releases which usually causes added complexity.* |
| When is it needed | *Start Year: 2014/15 / 2015/16 / 2016/17* *Duration (No. of Years): 1 project per year* |
| Type of work  | *Compliance / Discretionary* | Funding Source | *Sponsor Funded* |
| \*Compliance Justification  | *Projects may become compliance if we slip behind our intended schedule.**We have agreed with our UniDesk partners not to fall behind more than two version of latest TOpdesk.* | Proposal Type | *New*  |

## Estimation

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| --- | --- | --- |
| Estimation Type  | *Software Development* |  |
| *Software Configuration e.g. SITS* |  |
| *Infrastructure Development* |  |
| *Business Case / Options Appraisal*  |  |
| *Procurement* |  |
| *Implement Package Solution* | *Y* |
| Estimated IS Apps Days (see additional guidance\*) | *M* | Estimated Business Partner Days | *S – UniDesk Partners* |
| Estimated Service Management Days | *M* | Impact on other Service area | *S - USD* |
| Estimation Confidence *(delete as required)* | *Highly Confident (Done this before)* |
| Estimation References | *Upgrades have been carried out before but the extent of change varies by upgrade.* |

**\*Estimation – Additional Guidance:**

For 1st stage/iteration of Red Line, the following standard estimation categorisations will be used,

* Small – 50 days
* Medium – 120 days
* Large – 250 days
* Extra Large – 500 days