

COM021 : IDM Continuous Improvement - Project Brief

Project Brief

1. Overview

1.1 Background

This project is to resolve known issues on the Identity Management - IDM service and responding to changing business environment. There are a number of Known Errors held on JIRA which require development and are likely to change in response to consultation with stakeholders and operational issues. The Continual Service Improvement work on the IDM, such as the adding and amending functionality in response to changing needs of data providers and consumers, as well as targeted improvements to address bugs or other problems.

1.2 Scope

The scope of the project is to reduce a number of current known issues that are affecting the IDM service, phase 1 to reduce support costs associated with IDM. The current known list of issues are held on the following [Requirements and Issues document](#).

1.3 Objectives

The objective is resolve a number of known issues within a limited budget and for these to be completed over two phases in this financial year 15/16.

1.4 Deliverables

The issues are prioritised against the level of development (small, medium, large) required and the business need (1, 2, 3) resulting in

- S1 = Critical
- M1 = High
- S2 = Medium
- Other = Low

These issues have been added as JIRAs and appropriate business requirements/technical background will be documented. Software Development Team will estimate the effort required and identify the most costly elements of the work.

1.5 Benefits

- To remove a number of known issues affecting the IDM service
- To reduce cost of support for known issues
- To reduce time for support team investigating these known issues
- Previous IDM Continuous Service Improvement (CSI) activity in 2012/13 (COM005) demonstrated considerable ROI as support calls logged halved year on year and there was a 30% reduction in KSR activity required.

1.6 Success Criteria

- No negative impact to service
- Improve data accuracy in IDM, reducing service issues
- Reduce support resource time and cost required to manage these known outstanding issues
- Reduction in number of known errors held on JIRA

Project Milestones

Target Date	Title	Stage	Complete
04-Sep-2015	Project Start	Initiate	Yes
30-Oct-2015	Planning - Project Brief	Plan	Yes
18-Dec-2015	Phase 1 Build Complete (TBC)	Build	No
05-Feb-2016	Phase 1 - Acceptance complete (TBC)	Accept	No
19-Feb-2016	Phase 1 Deployment (TBC)	Execute	No
29-Apr-2016	Phase 2 Deployment (TBC)	Execute	No
06-May-2016	Closure (tbc)	Close	No

2. Impact

2.1 Priority and Funding

This project has been classified as Discretionary - Priority 2 and Core Funded.

Funding is limited to 50 days effort and expected to deliver changes in 2 phases February 2016 and May 2016 (to be confirmed)

2.2 Impact and Dependencies

The project has limited funding therefore only a subset of the known issues will be resolved. If an known issue, which has been recommended for development, is deemed more complex then it will be placed 'on hold' to allow other less complex issues be developed, tested and implemented.

Service Management will consult with stakeholders over the issues to be included and their impact / urgency.

Project Risks

Title	Impact	Probability	Status	Risk Owner
Availability of IS Apps Developers	Medium	High	Open	Bill Lee
Limited project funding	Medium	Medium	Open	Alex Carter
Availability of Service Management resource	Medium	Medium	Open	Chris McKay
Availability of Application Management resource	Medium	Medium	Open	Ana Heyn
Availability of Project Services resource	High	Low	Open	Tim Gray

3. Organisation

3.1 Work/Task Breakdown

Phase 1 developments and activities

Business requirements – Application Management / Service Management

Development by Development Team, includes an implementation plan

Create and document UAT TEST Scenarios - Service Management

Document a TEST Plan – Application Management / Service Management

UAT – Service Management

Deploy to Live- Development Technology

Phase 2 development and activities

Prioritise issues that have small development and business need

Business Requirements – Application Management / Service Management

Estimate work required – Software Development / Application Management / Service Management

Development by Development Team, includes an implementation plan

Create and document UAT TEST Scenarios - Service Management

Document a TEST Plan – Application Management / Service Management

UAT – Service Management

Deploy to Live- Development Technology



3.2 Resources Skills and Cost

- ISG Software Development team
- Project Services
- Development Technology - involvement will be required for implementing into EUGEX, IDM and if any performance issues included in Priority list
- Testing will be carried out as service activity by Production/Service Management.
- Application Management / Service Management costs via support (4 days to be allocated from KSR for UAT)
- ITI UNIX agreement if needed to be confirmed

Project Stakeholders

Name	Business Area	Role	Communication Plan
Karen Stirling	IS Applications - Project Services	Project Manager	
Tim Gray	IS Applications - Project Services	Programme Manager	
Alex Carter	IS Applications - Service Management	Project Sponsor	
Bill Lee	IS Applications - ISG Development Team	Team Lead	
Chris McKay	IS Applications - Service Management	Service Owner For IDM	
Ana Heyn	IS Applications - Application Management	Application Support	
Hugh Brown / Adam Wheavil	IS Applications - Application Management	Application Support	
Richard Good / Michael Sun	IS Applications - ISG Development Team	Senior Developer / Developer	
Lorraine Brown	IS Applications - Service Management	Team Manager	
Heather Larnach	IS Applications - Technology Management	Team Lead	

Project Estimations

Title	Spreadsheet	Stage	Date Completed
Initial Estimate for Phase 1	 COM021 - 3 Point Estimate Draft.xls	Plan	25-Sep-2015
Updated estimate	 COM021 - 3 Point Estimate v0.2.xls	Plan	23-Oct-2015

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