

Internal Governance – in place until 31/3/25

CLT, Audit and Governance Committee
Resources and Performance Select Committee
David Lewis

MySurrey Stabilisation Programme Board – Fortnightly

Communications – weekly & as required

Unit 4 Contract
Relationship

- Relationship management
- KPIs and SLAs
- Escalation pathways

Operational Board
Fortnightly

- Recovery work
- Essential stabilisation work

Project Boards per project

Technical Design
Decision Board
Fortnightly

- Upgrades
- Security
- Permissions
- Interfaces
- Technical documentation

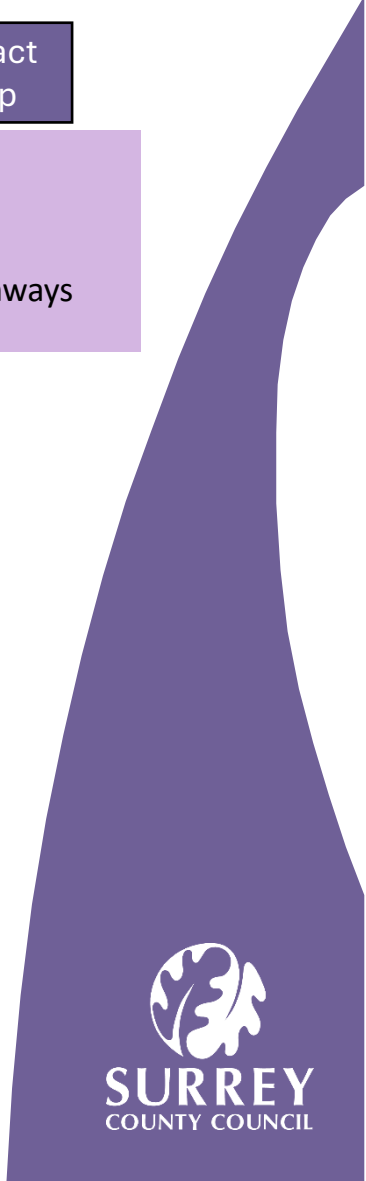
Change Approval Board

Contracts Board
(Fortnightly)

- Monitor against KPIs
- Escalations
- Long standing issues
- External contract Resource (Vision ERP)

Twice weekly review meetings

Daily Stand up



CLT Sponsor	Liz Mills	SRO	Matt Scott	Programme Lead	Karen Telfer	Frequency	Fortnightly
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Purpose

The board is responsible for the strategic oversight, direction and delivery of the Unit 4 stabilisation programme and will:-

- Provide strategic ownership and direction for the Stabilisation programme
- Ensure robust recovery plans are in place and provide oversight of progress against these plans to rectify technical faults & design deficiencies within the system
- Take decisions on priority areas of attention and be focused on critical changes
- Oversee delivery of recommendations from the Audit reviews concerning the Unit4 platform and the operations of the IT&Digital, People and Change and Finance Teams
- Ensure effective resourcing of the programme and support Programme Lead as required
- Review, monitor, mitigate and manage risks and issues. Escalate as appropriate
- Monitor costs and business impact
- Facilitate communication across the programme including internal and external updates, CLT and Member governance
- Define the target outcomes from the stabilisation programme and the conditions which need to be in place for transition into BAU

Core membership	Optional based on agenda	Regular agenda items	Inputs (to include)	Outputs (to include)
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<ul style="list-style-type: none"> • Liz Mills (Chair) • Andy Brown • Matt Scott • Michael Smith • Shella Smith • Karen Telfer • Nikki O'Connor • Tom Holmwood • Darron Cox <p>• Deputy to attend if not available</p>	<ul style="list-style-type: none"> • Technical leads (IT&D) • Client Engagement Function representatives • Functional Lead and SMEs (HR Ops and Finance) • Audit - Russell Banks • Procurement representative • Comms representative - Madeleine Pallas 	<ul style="list-style-type: none"> • Outstanding actions • Progress review • Review of risks and issues • Decisions • Communications • Financial Review • AOB • Date of next meeting 	<ul style="list-style-type: none"> • Progress report • Risks and Issues monitoring and escalation • Strategic direction • Internal Audit Actions • Performance data • Service & Customer feedback • RPSC recommendations • Technical reports • Dependencies 	<ul style="list-style-type: none"> • Decisions & Actions • Communications • Recommendations • Escalation to CLT as appropriate • Positive outcomes for HR and OPS • Updates to RPSC • Dependencies • Monitoring operational confidence levels
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Key Programme Outcomes

- Durable resolutions that can be sustained within the resource and financial constraints of the council
- Whole council ownership of end to end processes that feed into the end MySurrey experience
- Timely and appropriately governed recovery
- Laying solid foundations for system optimisation to underpin council productivity