

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

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

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) |
|---|---|--|--|---|
| <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 • Deputy to attend if not available | <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 |

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