

## Summary of the progress reported to the Home Office September 2005

Update			
Project ID	62	Reporting Period	November 2005
Title	<b>C3i Programme (Command, Control, Communication and Information)</b>		
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<b>Overall Status (G, A/G, A/R, R)</b>	<b>Amber / Green</b>		
Category	Status	Explanation for status	
Staffing & Resource	AMBER	Metcalf Training facilities are subject to review for training delivery of future transition tranches. A paper has been prepared to identify the options around accommodation; a decision has been made on the way forward.	
Team Capability	GREEN	<p>HR strategy agreed by strategy group. Engagement with: Kensington and Chelsea, HR action plan agreed and skill audit started; Islington and Camden skills audit started, Hammersmith &amp; Fulham and Hackney assisted with CAD staffing issues.</p> <p>Recruitment team started to process external applicants.</p>	
Progress and delivery	GREEN	<p>Tranche 1 migrations have been completed successfully. The strategy group has confirmed the high-level transition plan, options to minimise abstraction rates around Westminster are being developed.</p> <p>A new process team has been appointed and started work.</p>	
Governance / Stakeholder management	GREEN	The review of the governance, organisation and roles and responsibilities has been completed and proposed changes have been presented to Senior Management. These are essential to ensure full management control and reporting is maintained for tranche 1a onwards.	
Finance	AMBER	Work has commenced on a further iteration of the Business Case. This will be based on the existing agreed transition plan and will take account of resource and financial requirements and constraints.	
Progress towards Benefits Realisation	AMBER	A presentation on the revised strategy and reporting mechanism for Benefit realisation was presented to MPA Oversight Committee. The programme is focussing on benefit realisation and will require additional support in the team.	

<b>SRO Statement</b>				
Current Status	<p><b>AMBER/GREEN</b></p> <p>Tranche 1 concluded successfully with the move of Sutton into Lambeth. Senior stakeholders will be invited to contribute lessons learned to further refine the approach to T1A and beyond.</p> <p>Work has continued by Information Programme Group (IPG) and Unisys around the stability of the Contact Handling System (CHS) suite in particular the performance and resilience issues. CHS and Telephone Operator Centres (TOC) remain tightly coupled and at risk from the instability of the CHS system during operational evaluation, but remain on track to migrate into Metcall prior to Kensington &amp; Chelsea migration at end of Feb 06.</p> <p>The strategy group has confirmed the high-level transition plan, options to minimise abstraction rates around Westminster are being developed.</p> <p>Focus of the C3i programme has shifted to developing the capability state 4 further and the creation of a programme plan to deliver this. Once this has been agreed, planning will move onto capability state 5.</p> <p>Phase 1 Integrated Communication and Control System (ICCS) and CCTV installation has completed Pre-SAT testing, and entered SAT on schedule. Lambeth SAT was completed with a satisfactorily small number of residual issues yet to be corrected. However, a current issue is that Bow SAT has revealed differences in built configuration which require rectification by Frequentis and regression testing, and may hold up completion of SAT slightly beyond the planned 18 Nov date. Residual telephony integration issues are being resolved</p> <p>Palace of Westminster system has been successfully completed, introduced, and handed over - a very useful and focusing learning experience for all teams involved.</p>			
Current issues / problems	Current and future issues are addressed and detailed in the sections above, but centre around the stability of the Contact Handling System (CHS) and its successful completion of Operational Evaluation, and the readiness of operational staff.			
Future Issues / Problems	Current and future issues are addressed and detailed in the sections above, but centre around the stability of the Contact Handling System (CHS) and its successful completion of Operational Evaluation, and the readiness of operational staff.			
SRO	<table border="1" style="width: 100%;"> <tr> <td style="width: 40%;">Sir Ian Blair</td> <td style="width: 20%;">Date</td> <td style="width: 40%;">November 2005</td> </tr> </table>	Sir Ian Blair	Date	November 2005
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Issues		
Issues for GEB		Action being taken
1		
2		
3		
4		