GO Shared Services Programme Report

Appendix B

Sample Programme Documentation

Contents

SAMPLE

GO Shared Services Programme
Programme Highlight Report

Week n	
Date covered: dd/mm/yy – dd/mm/yy	

Overall Status:	
	Amber

Programme Status

Provide an overview of the programme schedule status (highlights):

Overall Commentary	
	• X
	• Y
	• Z

Key Issues Update

Provide updates to key programme issues:

Issue ID	Description
1	Update to include planned resolution
2	
3	
4	
5	

Key Risks Update

Provide updates to key programme risks:

Risk ID	Description
1	Update to include planned mitigation
2	
3	
4	
5	

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SAMPLE

Workstream Status and Issues Updates		
Provide a status update on all workstreams, to include high level status update, list of key issues and milestone progress – include any dependency issues:		*Identified dependencies that may affect achievement of milestones*
Workstream A	Status: A	
	Issues:	
Workstream B	Status: R	
	Issues:	
Workstream C	Status: A	
	Issues:	
Workstream D	Status: R	
	Issues:	
Workstream E	Status: G	
	Issues:	
Workstream F	Status: G	
	Issues:	
Programme Management Office (PMO)	Status: G	
	Issues:	

SAMPLE

Key Milestone Progress

Provide updates to key programme milestones to include due and expected dates:

ID	Milestone Description	Due	Exptd.	RAG
1				G
2				A
3				R
4				G
5				B

Key Developments – delays, completion etc

Budget

Provide an overview of the prgramme budget):

Overall Commentary	• X
	• Y
	• Z

Key

R	Will not meet end date without management intervention
A	Progress is delayed, and mitigating actions are in place
G	No issues exist that will delay the delivery
	Completed

Notes:

1) Issue, Risk and Milestone IDs should be taken from central PMO log, located on the EDRMS at: [TBC]

2) RAG Status definitions

SAMPLE

GO Shared Services Programme

Workstream/Project Highlight Report

Workstream/Project: Name of Programme workstream

Week: n

Date covered: dd/mm/yy – dd/mm/yy

	Overall Status:
	Amber

Workstream Status

Provide an overview of the workstream/project schedule status, to include:

Overall Commentary

- xxxxx

Workstream Issues Update

Provide updates on key project issues (Note that this supplements the Issue Log, and does not replace it).

Issue ID	Brief Issue Description	Update
1	xxxx	xxxx
2	xxxx	xxxx
3		
4		

Workstream Risks Update

Provide updates to key project risks (Note that this supplements the Risk Log, and does not replace it).

Risk ID	Brief Risk Description	Update
1	xxxx	xxxx
2		
3	.	.

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SAMPLE

Milestone Progress

Provide updates to key workstream milestones to include due and expected dates

ID	Milestone Description	Key Developments – delays, completion etc	Due	Expected	RAG
1	xxxx	xxxx	dd/mm/yy	dd/mm/yy	
2					
3					
4					

RAG	
R	
A	
G	
B	

Notes:

1) Issue, Risk and Milestone IDs should be taken from central PMO log.

2) RAG Status definitions

Key

R — Will not meet end date without management intervention

A — Progress is delayed, and mitigating actions are in place

G — No issues exist that will delay the delivery

B — Completed

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GO Shared Services Programme Issues Log

Legend

Severity		Priority		Total Score
C = Critical	R	H = High	R	R
S = Significant	A	M = Medium	A	A
M = Minor	G	L = Low	G	G

Issue ID	Project / workstream	Date logged	Last updated	Affected Partner	Description	Severity	Priority	Total Score	Actions	Owner	Escalate to who?	Raised By	Status	Date closed
1	A	20/07/2010	21/07/2010	All	xxxxxxx	C	H	R	xxxxxxx	Robert Wood	Programme Board	CC	OPEN	
2	A	20/07/2010	21/07/2010	All	xxxxxxx	C	M	R	xxxxxxx	Pat Pratley	Partner Cabinets	RW	OPEN	
3	B	20/07/2010	21/07/2010	CBC	xxxxxxx	C	L	A	xxxxxxx	Chris Cox	Programme Manager	JP	OPEN	
4	C	20/07/2010	21/07/2010	FoD	xxxxxxx	S	H	R	xxxxxxx	Chris Cox	Programme Board	xx	OPEN	
5	D	20/07/2010	21/07/2010	CDC	xxxxxxx	S	M	A	xxxxxxx	Chris Cox	Programme Board	xx	OPEN	
6	E	20/07/2010	21/07/2010	WO	xxxxxxx	S	L	G	xxxxxxx	Chris Cox	Programme Board	xx	OPEN	
7	A	20/07/2010	21/07/2010	All	xxxxxxx	M	H	A	xxxxxxx	Chris Cox	Programme Board	xx	CLOSED	21-Jul
8	A	20/07/2010	21/07/2010	All	xxxxxxx	M	M	G	xxxxxxx	Chris Cox	Programme Board	xx	CLOSED	21-Jul
9	PMO	20/07/2010	21/07/2010	All	xxxxxxx	M	L	G	xxxxxxx	Chris Cox	Programme Board	xx	CLOSED	21-Jul

GO Shared Services Programme Issues Model

Severity		Priority		
		Low	Medium	High
	Critical	A	R	R
	Significant	G	A	R
	Minor	G	G	A

Unlike the risk model, the issues model is a simple colour based total to allow for simple sorting of issues. It is defined by Severity and Priority. Guidance on these items are as follows:

Severity (Critical) - Issue that is very likely to have a major effect on Project deliverables, timescales or cost
Severity (Significant) - Issue has a significant chance of having a noticeable effect on Project deliverables, timescales or cost
Severity (Minor) - Issue is unlikely to have a significant effect on Project deliverables, timescales or cost but requires attention

Priority (High) - Issue needs to be resolved within 48 hours
Priority (Medium) - Issue needs to be resolved within 10 working days
Priority (Low) - Issue needs to be resolved in a timescale exceeding 10 working days

GO Shared Services Programme Risks Log

Risk ID	Project / workstream	Date logged	Last updated	Affected Partner	Category	Description	Gross	Residual	Target	Actions	Owner	Escalate to who?	Raised By	Status	Date closed
1	PMO	20/07/2010	21/07/2010	All	Commercial	xxxx	7	5	3	xxxx	SJ/RE			OPEN	
2	A	20/07/2010	21/07/2010	CBC	Business Case	xxxx	5	7	3	xxxx	CH			CLOSED	
3	B	20/07/2010	21/07/2010	CDC	Reputation	xxxx	3	3	2	xxxx	CC			TRANS TO ISSUE	

RED	Score 7 - 9
AMBER	Score 4 - 6
GREEN	Score 1 - 3

GO Shared Services Programme Risks Model

		Likelihood		
		Low	**Medium**	**High**
Impact	**High**	Important risks - may potentially have a major effect on Project deliverables, timescales, cost or reputation. Monitoring required. 6	Key risk - may potentially have a major effect on Project deliverables, timescales, cost or reputation 8	Immediate action needed - Risk is likely to become an issue and will have a major effect on Project deliverables, timescales, cost or reputation 9
	Medium	Monitor as necessary - less important but still could have a significant effect on the Project deliverables, timescales, cost or reputation 3	Monitor as necessary - less important but still could have a significant effect on the Project deliverables, timescales, cost or reputation 5	Key risk - Risk is likely to become an issue and may potentially have a significant effect on Project deliverables, timescales, cost or reputation 7
	Low	No action necessary 1	Monitor as necessary - less important but still could have a minor effect on the Project deliverables, timescales, cost or reputation 2	Monitor as necessary - less important but likely to become an issue and may have a minor effect on Project deliverables, timescales, cost or reputation 4

Having identified the key risks, an established method of measuring risk has been followed. A simple 3 x 3 "risk model" has been used to score the risks in terms of likelihood and impact. A broad definition for each element of the grid is shown on the model to assist scoring. Although scores are necessarily judgemental, they have been carefully reached. In such a complex programme, the number of potential risks is substantial. This register, therefore should only identify those risks that can and need to be monitored in order to help ensure that programme objectives are met.

GO Shared Services Programme Milestone Progress Chart						

RAG Status	G	LOW – No issues exist that will delay the delivery
	A	MEDIUM – Progress is delayed, and mitigating actions are in place
	R	HIGH – Will not meet end date without management intervention
	B	COMPLETE - Milestone has been completed

M/S ID	Milestone Name	Project / Workstream	Notes	Due Date	Expected Date	RAG
1	xxx	A				R
2	xxx	B				A
3	xxx	C				G
4	xxx	D				B
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