

## PROJECT DOCUMENTATION

### PROJECT BRIEF

## Norfolk Connect Partnership

Norfolk Councils working together to provide joined up services

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### Norfolk Connect Project 2003/04

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### PRINCE 2

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## Document History

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### Revision History

**Date of this revision:** 13/10/03

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Revision date	Previous revision date	Summary of Changes	Changes marked
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30/09/03	29/09/03	Revised draft (vs 0.1) for presentation to Team Managers 3/10/03	
03/10/03	30/09/03	Revised draft (Vs 0.2) taking on-board comments from Team Managers meeting held 3/10/03	
13/10/03	03/10/03	Draft version 0.2 becomes Final/Approved version 1.0 following approval of it by the Project Board.	

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### Approvals

This document requires the following approvals.

Approval will be documented in Project Board minutes and filed in the Project Office.

Name	Approval	Date of Approval	Version (& Date)
Project Board Chair	Yes	06/10/03	0.2 (03/10/03)
Project Board	Yes	13/10/03	1.0 (13/10/03)

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### Distribution

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Name	Date when last issued	Version (& Date)
Team Managers	03/10/03	0.2 (03/10/03)
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## Project Brief

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### Purpose of Document

The purpose of this document is to provide a full and firm foundation for the scope and management of the Norfolk Connect Partnership (NCP) 2003/04 project. In particular it is intended to:

- Document the Project Office team's understanding of what the business requires the project to deliver so that the team can meet expectations
- Set out in a single document the Business requirements of the project
- Define the scope of the project in terms of what is included and what is specifically excluded
- Specify the products and outcomes of the project so that all stakeholders fully understand what the project will deliver
- Document the benefits which can be realised through delivery of the above products and outcomes
- Be utilized as a basis to identify and manage potential changes to requirements.

Much of the information contained in this document is an amalgam of existing Norfolk Connect Partnership documents and thus should not be new to those people who have been involved with Partnership.

This document provides a base document for deriving other project documents, such as work packages and product descriptions, and therefore it is important that the document provides a shared and common understanding, which is endorsed by the Project Board.

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## Background

The Norfolk Connect Partnership aims to bring all of the authorities together to share information, knowledge and experience on their efforts to implement e-government; to agree joint projects that offer mutual benefits and opportunities for better joining up customer services; to prepare joint bids for funding; and to create a forum in which the authorities can work to ensure that wherever feasible and sensible the 'customer experience' in Norfolk is

- convenient,
- reliable,
- equitable,
- personalised,
- efficient
- and effective
- and delivered through access channels that offer the customer maximum choice and flexibility.

In the first round of partnership funding, the Norfolk Connect Partnership (NCP) secured ODPM funding to take forward its joint projects in the years 2002/03 and 2003/04. A comprehensive Business Case was prepared to supplement the bid to ODPM for further funding under Round 2 of the Local e-Government Programme. It provided a full explanation of the partnership framework that has been agreed in Norfolk - the aims, objectives and principles established for joint working – and an outline of the programme of e-government projects that the authorities have identified for collaboration. It concluded with an outline of the underlying programme and project management arrangements necessary for success. Having received notification of the success of the supplementary bid, the Norfolk Connect partners carried out more detailed scoping of the projects ODPM indicated they wished to support which identified key work items for funding under the Round 2 money.

This Project Brief defines the scope of work for the remainder of 2003/04 including the incorporation of remaining work required for the Portal implementation and rollout. Rather than distinguishing between Round 1, Round 2 and Portal Phase 1 and Phase 2 activities, this Brief assimilates the remaining key activities under one project with definable work package deliverables. The rationale for this is that for practical reasons, the activities will be jointly managed because for instance, in order to prioritise secure email and portal roll out to further partners as well as introduce new facilities, more detailed cross-activity process mapping is needed. All work on top of the initial portal delivery is therefore inextricably linked, although the project will account for money spent in such a way as to differentiate between Round 1 and Round 2 funding and the share of money spent on common work to be assigned to each round.

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## Project Definition

### Project Objectives

The following objectives were defined in the Business Case dated 30 January 2003 for the NCP collaborative work, which includes this NCP project:

- Improve customer access to information and services in Norfolk at the 'front end' of service delivery
- Ensure that customers receive an equitable and efficient response to their initial contact or enquiry in order to deliver the most effective outcome
- Deliver services and support to meet customer requests in a reliable, equitable, economic, efficient and effective way
- Add value to customer experience wherever possible
- Ensure, wherever possible, that e-government in Norfolk is developed in line with nationally or locally derived standards.

The above objectives are necessarily general at this stage in the project and are akin to benefits. Process maps of business functions within the Councils are being developed to help identify priority business areas where the above objectives can be achieved through implementing business change.

### Project Scope

The Norfolk Connect Partnership Project Office will manage and coordinate the work required under one single PRINCE 2 Project ("NCP Project 2003/04"). This Project will contain the following Work Packages:

- 1) Technical Option Evaluation (Identify & evaluate technical options for the Work Packages and propose purchases)
- 2) Existing Portal Rollout

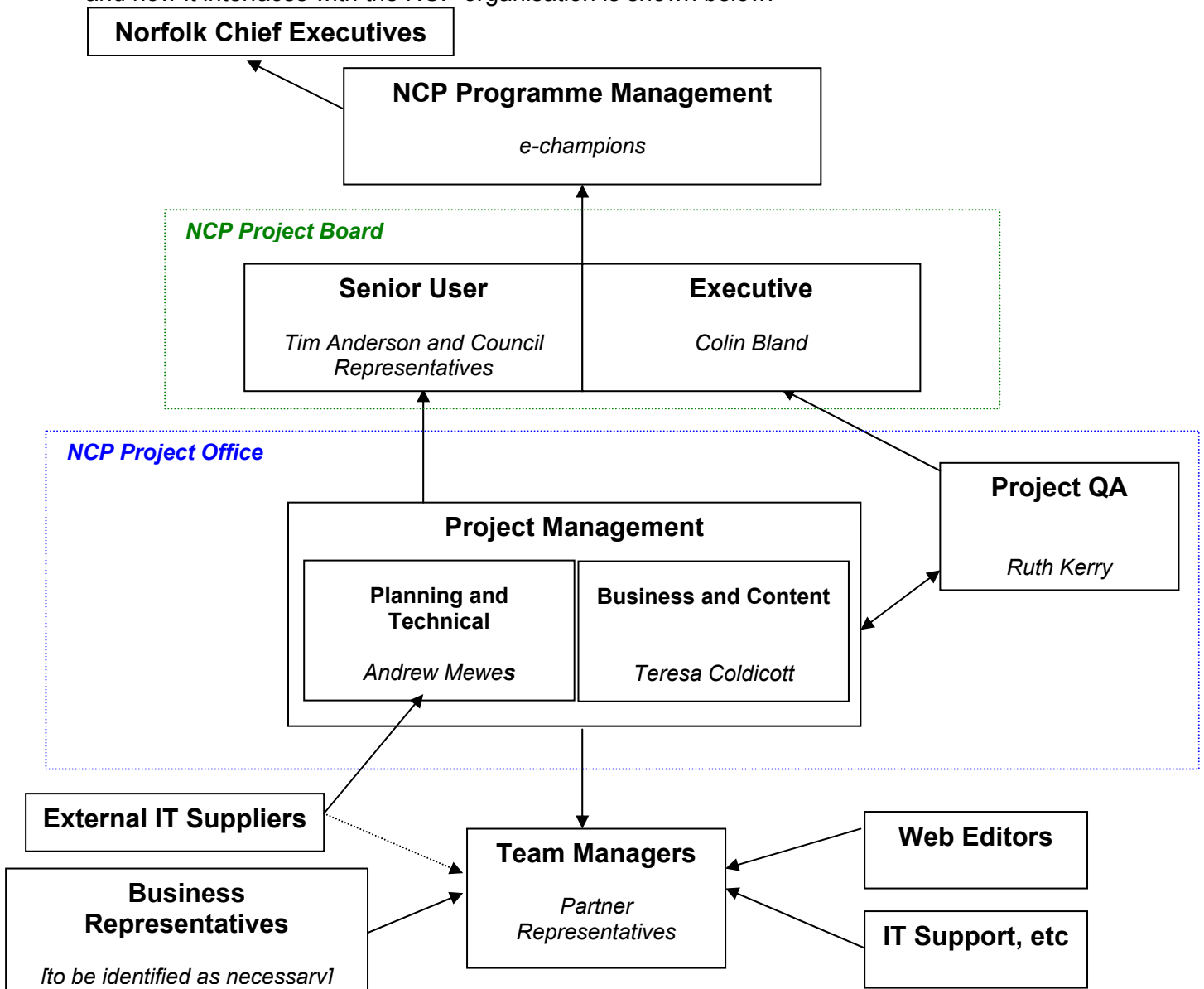
- 3) E-Forms
- 4) Secure email/area
- 5) Metadata
- 6) A-Z / FAQs
- 7) E-Democracy
- 8) Property / Customer Databases
- 9) End Report (identifying potential work items for 2004/05).

The ongoing Process Mapping activity does not form part of this Project but is a key external dependency.

**A description of each of the above Work Packages with their Milestones and Deliverables is provided in Appendix 1 of this document.**

**Project Office structure**

The Norfolk Connect Partnership Project Office will manage and coordinate the Work Packages shown above as one Single Project (“NCP Project 2003/04”). The structure of the Project Office and how it interfaces with the NCP organisation is shown below:



## Project Office roles

**Project Manager – Business:** Teresa Coldicott. Teresa will have prime responsibility for business processes and content issues. For example, the technical implementation of the portal on partner sites may now be picked up by the Technical Project manager, but Teresa would continue to deal with issues of metadata, filling gaps in content, choice and design of bespoke searches etc. She would also lead on the business need specification of the phase two projects.

**Project Manager – Technical:** Andrew Mewes. Andrew will take the key role in the technical specification of the phase two projects, negotiations with suppliers, and implementation on partner sites. This will include close liaison with Tim Anderson on budget and commitments arising from purchase of equipment, software and services.

**Project QA:** Ruth Kerry. Ruth will work with the two project managers to maintain the appropriate paperwork and ensure risks and dependencies are identified and dealt with appropriately and check progress against the project plan and schedule of deliverables. This will mean taking the lead on reporting progress to the board, Norfolk Connect, and partners as appropriate. She will also support Tim Anderson in ensuring appropriate paperwork is available for ODPM reports and claims, and liaise with him and the Project Sponsor in ensuring suitable commitment from the partner organisations.

## Outline Project Deliverables

Please see Appendix 1 which shows the Work Packages in order to set the high level scope for the 2003/04 Project.

## Any Exclusions

The Exclusions currently identified for the Project are:

- Process Mapping
- Norfolk Knowledge Network (N3) & Data Observatory activities.

However, part of the work in these various areas will form external dependencies on the project.

## Constraints

The constraints identified on the Project are:

- Budget commitment & Delivery deadline of 31 March 2004
- Suitability & availability of technical products
- Technical stability of key standards & guidelines
- Technical fit of products & standards/guidelines in Partner & Portal architectures
- Technical expertise & resource availability within Partner Authorities.

## Interfaces

The interfaces between the Norfolk Connect Partners are shown in the Project Office structure diagram above. The Interfaces between Project Work Packages are shown in Appendix 1.

## Outline Business Case

Please see the "Norfolk Connect Partnership, Local e-Government Programme Business Case":

[http://www.norfolkconnect.gov.uk/norfolkconnect-projects/documents/NCP\\_Business\\_Case\\_no\\_apps\(1\).pdf](http://www.norfolkconnect.gov.uk/norfolkconnect-projects/documents/NCP_Business_Case_no_apps(1).pdf)

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## Customer's Quality Expectations

Please see the Norfolk Connect Phase 1 & Phase 2 Project Initiation Documents (PIDs):

[http://www.norfolkconnect.gov.uk/norfolkconnect-projects/documents/Year\\_one\\_PID.pdf](http://www.norfolkconnect.gov.uk/norfolkconnect-projects/documents/Year_one_PID.pdf)

<http://www.norfolkconnect.gov.uk/norfolkconnect-projects/documents/PID.pdf>

Specific quality expectations will be documented in the Work Package descriptions.

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## Acceptance Criteria

This will be documented in the Work Package descriptions.

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## Known Risks

The existing Known Risks are documented in the two PIDs referenced above. The Project Office will establish and maintain an ongoing Risk log for the project.

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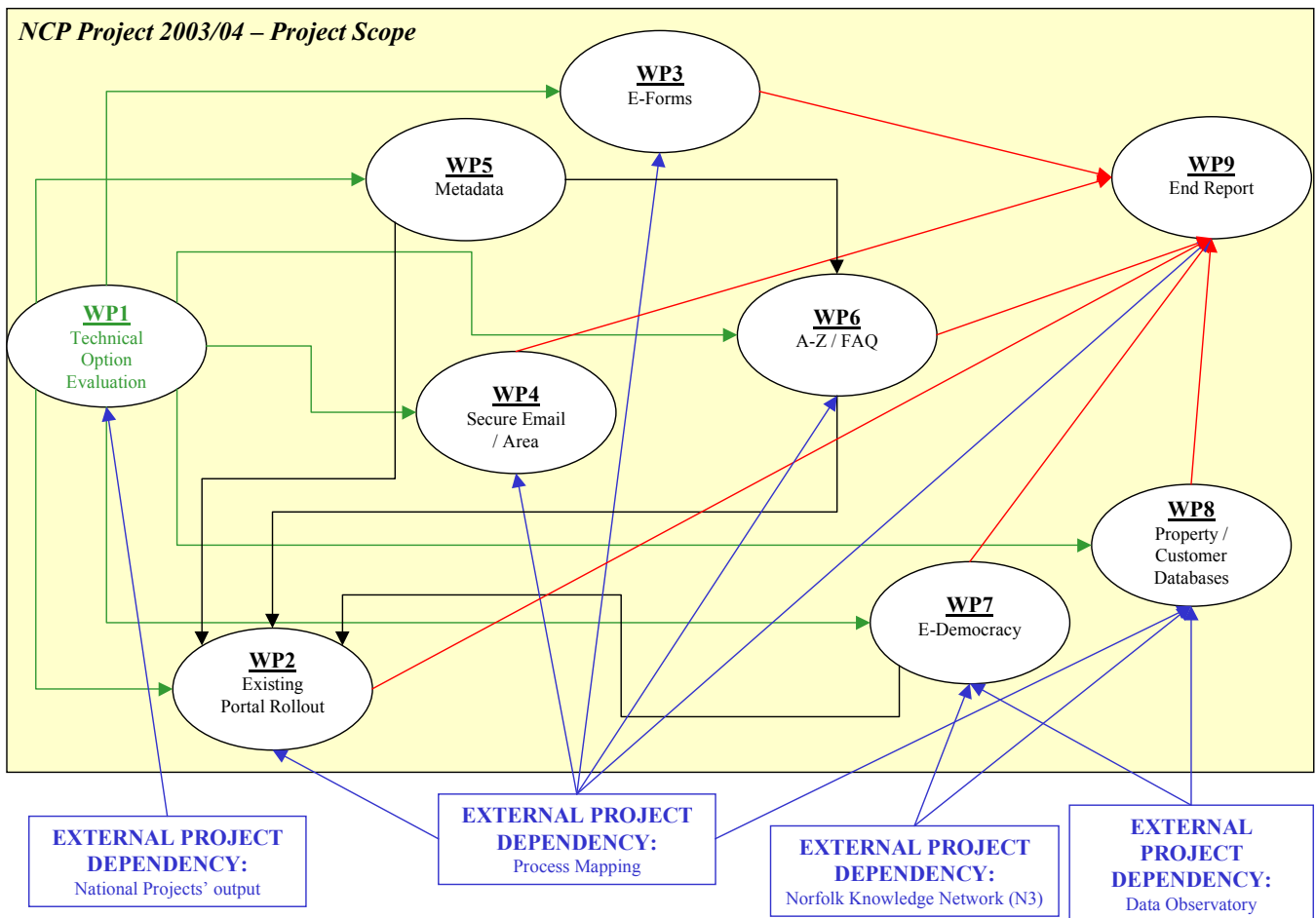
## Outline Project Plan

Please see Appendix 1 that shows outline timescales for the project.

# APPENDIX 1

## Outline Project Deliverables

**NCP Project 2003/04 - Work Package Dependencies**





<b>FIRST DELIVERABLE:</b>	<i>Portal Phase 1 go-live</i>	<i>Mid-Nov 2003</i>
<b>SECOND DELIVERABLE:</b>	<i>Engagement Pack produced</i>	<i>End-Dec 2003</i>
<b>THIRD DELIVERABLE:</b>	<i>Portal extended to min of five other partners</i>	<i>End Mar 2004</i>

Work Package No.	Work Package	Description	Milestone	Date Due
<b>3</b>	<b>E-Forms</b>	Prioritised list of e-Forms based on process maps and associated maps	Priorities agreed by Board	Mid Nov 2003
		Procure technical solution based on option evaluation	Technical solution procured	End Nov 2003
		Deliver core e-forms on web sites	Four e-forms delivered on web sites that are not undergoing redesign	End March 2004
		<b>FIRST DELIVERABLE:</b>	Four e-forms delivered on web sites	Available March 2004

Work Package No.	Work Package	Description	Milestone	Date Due
<b>4</b>	<b>Secure Email / Area</b>	Agree scope of pilot project based on process mapping and Technical Option Evaluation	Recommendations re options to be pursued for Project Board	Mid Nov 2003
		Procure technical solution based on option assessment	Costed options re technical solutions	End Nov 2003
		Deliver pilot for at least three processes	Pilot delivered	End March 2004
		<b>FIRST DELIVERABLE:</b>	Pilot of secure email to support joint processes	End March 2004

Work Package No.	Work Package	Description	Milestone	Date Due
<b>5</b>	<b>Metadata</b>	Identify national or create new Metatags and agree a common approach for implementation	Local metatag list complying with (and extending) LAWs standards	End Dec 2003
		<b>FIRST DELIVERABLE:</b>	Local metatag list created	End Dec 2003

Work Package No.	Work Package	Description	Milestone	Date Due
6	A-Z / FAQ	Finalise A-Z / FAQ requirements	Requirements specified	Mid Nov 2003
		Collect A-Z / FAQ lists and standards	Set of joint A-Z / FAQ lists around prioritised processes	End Dec 2003
		Add FAQ / A-Z to partner web sites	Joint A-Z / FAQs available on web sites	End March 2004
		Modify Search tool on Portal to return FAQs as well as page list	Search tool on Portal modified to return FAQs as well as page list	End March 2004
		<b>FIRST DELIVERABLE:</b>	Set of A-Z / FAQ lists	End Dec 2003
<b>SECOND DELIVERABLE:</b>	Modification to Portal's Search tool implemented	End March 2004		

Work Package No.	Work Package	Description	Milestone	Date Due
7	E-Democracy	Detailed specification of Community engagement element	Specification produced and agreed	End Oct 2003
		Develop INTERREG bid to extend work of e-Democracy element	INTERREG bid	End Mar 2004
		Develop member joint views on portal (i.e. replacement for current "who's my councillor" service)	Costed options re technical solutions	End March 2004
		Dependent on confirmation of approach, procure Community Planning support tool based on Technical Option Evaluation	Tool procured	End Nov 2003
		Dependent on confirmation of approach, pilot community planning in up to one local partnership per district	Up to seven pilots implemented and evaluated	End March 2004
<b>FIRST DELIVERABLE:</b>	Joint Member View	Available March 2004		
<b>SECOND DELIVERABLE:</b>	Community planning pilots	Available March 2004		

Work Package No.	Work Package	Description	Milestone	Date Due
8	Property / Customer Databases	Key databases identified based on Process mapping and partners bid for resource to cleanse/create key databases to support joint service delivery	Prioritised list of databases to be cleansed/created and commitment to work on those outside of core project	End Nov 2003
		Development of joined up databases identified above as top priority, for example: <ul style="list-style-type: none"> <li>• Gazetteer</li> <li>• Census database</li> <li>• Liquor licensing</li> </ul>	New databases developed	End March 2004
		Databases cleansed	At least one database per partner cleansed	End March 2004
		Options for consolidation/sharing of databases examined and report produced	Prioritised list of databases to be consolidated / shared	End March 2004
		<b>FIRST DELIVERABLE:</b>	At least 8 Databases cleansed	End March 2004
<b>SECOND DELIVERABLE:</b>	Future programme of action for database rationalisation	End March 2004		

Work Package No.	Work Package	Description	Milestone	Date Due
9	End Report	A report identifying key work items for possible progression in 2004/05.	Identification of work items	End Mar 2004
		<b>DELIVERABLE:</b>	Production of report	End Mar 2004

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