

Team tasks - ITaPS								
Objective	Owner	Milestones/Tasks	Dependencies	Timescales				Complete
				Q1	Q2	Q3	Q4	
Support a review of IT resilience	GS/JG	1. Draft spec and ToR 2. Procurement and appointment of independent reviewer 3. Oversee and support the review process 4. Final report and recommendations to Director of CSD	External resource is available	x	x	X x		
Revise the SPPA IT Strategy to support the Agency Vision and Corporate plan	GS	1. Draft Plan to be updated/shared 2. Final Plan upon Agreement	IT resilience review			x	x	
Contract Management Training	JG	1. It resilience review output	IT resilience review			x		
ITIL qualification	JG	1. Outcome of IT resilience review 2. Dates to be agreed, Training is carried out remotely and exams must be completed within twelve months of initial registration.				x	x	
Review and revise SPPA SLA's	JG	1. Review SLA's with customers	Customer engagement		x			
		2. Redraft/update and agree				x		
Review Helpdesks –Migrate to Ifix	JG	1. Specify Requirements	iTECS		x			
		2. Liaise with ITecs/Carry out Proof of Concept Testing				x		
		3. Go Live				x		
Epicor Upgrade	JG	1. In accordance with Project Plan- Specify and Purchase H/W 2. Install/configure servers 3. Liaise with Epicor to allow remote access.	Finance team Epicor iTEC		X x		x	
Website – CMS, Hardware and hosting	JG	Awaiting completion of PID	Comms team					
CCT – Software/hardware	JG	In accordance with Project Plan 1. Arrange for Hardware to be specified/purchased 2. Install/Test hardware/upgraded applications	CCT project team Facilities iTEC Netcall		x	x		

Windows 10	GS/JG	<ol style="list-style-type: none"> 1. Liaise with iTEC on planning 2. Draft plan to Director of CSD 3. Lead implementation in SPPA to agreed plan 	iTEC Corporate training team Operations		X x	x		
EDI changes: access to government gateway (or portal)	JG	<ol style="list-style-type: none"> 1. Liaise with NGA concerning potential change in service. 2. Download, package and test new software with HMRC 3. Go live 	NGA HMRC Payroll team			x	x x	
Linux update for Resourcelink servers	JG	<ol style="list-style-type: none"> 1. Download new Linux software 2. Update each Linux server one a week for four weeks 	System down time opportunities		X x			