High Level Implementation Plan

	July 2020	Sept 2020	Nov 2020	Jan 2021	Feb 2021	April 2021	2023

Detailed Design & initial build → **Launch of New Website** | **Telephony Infrastructure Upgraded** | **Customer hub design complete – impacted staff engaged supervisory tier realigned** | **Customer hub operatives in place** | **CRM Development for IOC Day 1 complete** | **Interim Operating Model** → **Final Operating Capability (FOC)**

Launch — New Website functionality launched evolving over time informed by the outputs of Service Design of BCC's services

Launch — Telephony upgrade complete. Work continuing re rollout of soft phones and integration with CRM

Ongoing — Customer Function capabilities and capacity evolving over time from IOC to FOC as more services are on-boarded

Ongoing Recovery — Priorities from Recovery Planning aligned to influence service design
Address any iImmediate urgent need requiring support for high volumes across channels