

<b>Task Sheet:</b>	<b>IT Workstream</b>
<b>Number</b>	<b>Task Sheet LA10</b>
<b>Timeline</b>	<b><i>Start October 07– complete by March 08</i></b>
<b>Purpose:</b>	To ensure that IT software adheres to specifications and has been tried and tested prior to go-live date for each LA.
<b>Composition:</b>	<ul style="list-style-type: none"> <li>▪ Software Provider <ul style="list-style-type: none"> <li>10.1 Specifications to be provided for your supplier at the earliest opportunity to ensure their resources can meet demand.</li> <li>10.2 Discuss with your supplier (including web developers) how to incorporate The Rent Service digital mapping and data onto your systems (remember that the areas must be postcode-definable, which may go down to detailed level e.g. level 4 postcodes could be broken down even further).</li> <li>10.3 Timetable for agreed delivery of the product to be provided to your supplier – ensure that you keep regular checks on this to avoid slippage from the agreed dates.</li> <li>10.4 Regular updates and communication between the LA and software supplier ensure problems are highlighted and resolved speedily.</li> <li>10.5 Nominate a dedicated resource who has a good understanding of software/system procedures.</li> <li>10.6 Ensure that you have built in contingencies as things do not always go according to plan (see Task Sheet LA01).</li> <li>10.7 Ensure that testing plans cover all areas including management reporting.</li> </ul> </li> <li>▪ LA overall responsibilities <ul style="list-style-type: none"> <li>10.8 Obtain and agree responsibilities with your IT section.</li> </ul> </li> </ul>

- 10.9 Check the Mainframe capacity to undertake testing and live running at the same time, and if necessary obtain additional capacity
- 10.10 Prepare a testing plan taking into account of availability of staff.
- 10.11 Liase with other LAs with the same software supplier to utilise resources and share experience.

▪ **LA specific, Pre-Conversion (6 months before go-live)**

- 10.12 Liase with software supplier on any issues as identified by the scan
- 10.13 Check (dip stick) the system is generating warm up letters to tenants
- 10.14 Inform software suppliers of local BRMA's.
- 10.15 Liase with your software supplier on whether the LHA modules need to be licensed.

▪ **LA specific, around conversion (up to one month before go-live)**

- 10.16 Run pre-conversion reports
- 10.17 Test different household scenarios including cases where the £15 CAP will apply
- 10.18 Train staff on the system (see Task Sheet LA14).
- 10.19 Enter issues on the error log and agree a timescale with suppliers
- 10.20 Sign off results with suppliers and escalate if necessary.
- 10.21 Agree support at the time of go-live.

▪ **LA specific, at Conversion (at go live date)**

- 10.22 Specifically check any split payments.
- 10.23 Check on the number of system generated notification letters.

	<p>10.24 Undertake reconciliation.</p> <p>10.25 Report failures to suppliers and agree timescale for correction</p> <p>10.26 Undertake an analysis on payees, method of payment”, New claims “ number of exempt claims”, cases capped at £15 over rent liability &amp; cases which are not capped.</p> <p>▪ <b>LA specific, post conversion (at up to 2 months after go-live)</b></p> <p>10.27 Quality check on change of LHA rates</p> <p>10.28 Undertake manual intervention on backdated claims</p> <p>10.29 Test quality of MIS data</p> <p>10.30 Complete a post conversion report identifying issues such as further checks at anniversary, end of grace period, actions and handover.</p>
<p><b>Notes:</b></p>	<ul style="list-style-type: none"> <li>• As software providers vary from LA to LA, varied technical hitches may occur across the LA’s which could impact on performance, manual intervention may be needed.</li> </ul>