Great Service Programme timeline

	Mobilisation	Design	Prototyping	Testing	Preparing for Go Live	Go Live
	Strategies, workstream plans and early workshops	Design our future processes, integrations, data, reports	First look at demos. We're able to make some tweaks – then final design agreed	User Acceptance Testing – does the system work how we want it to?	Parallel Payroll Run to check payroll balances are accurate and correct	New system is live!
? What is it?	Laying the foundations for successful delivery of the programme, including onboarding Namos (our Delivery Partner), detailed planning, running foundation workshops, raising awareness and preparing stakeholders for the Design phase.	Working with representatives from across Imperial to align our Finance, HR and Research Administration needs with best practice and adopt the benefits of the new system's functionality.	Designs agreed during the previous stage built and walked through as prototypes, allowing review and iteration ahead of agreeing and building the final designs.	Rigorous testing of the agreed designs in a 'test environment' to identify technical 'bugs' and that the system works as expected. Changes at this stage will focus on technical fixes not amendments to design.	Preparing to move from the old system to the new one which is known as 'cutover'. We will move the fully tested processes and data onto the new system and similar to a year-end freeze, there will be a limited period during which processes and transactions have to pause. Training, resources and support will be provided to prepare users for 'go-live'.	Extensive support will be provided by our team and Namos for the first three months after go-live. This is to ensure we can all use the new system effectively as part of our day-to-day work. Any initial issues will be identified and addressed as quickly as possible.
When?	Oct 24	Jan 25	May 25	Sept 25	May 26	Aug 26
Who? W	You are here! Subject matter experts from across Imperial part of team	Subject matter experts from across Imperial and external partner	Engage with broader group of users	Staff identified to take part in User Acceptance Testing given training	User training	New system available to all. Enhanced support & training available for 3 months