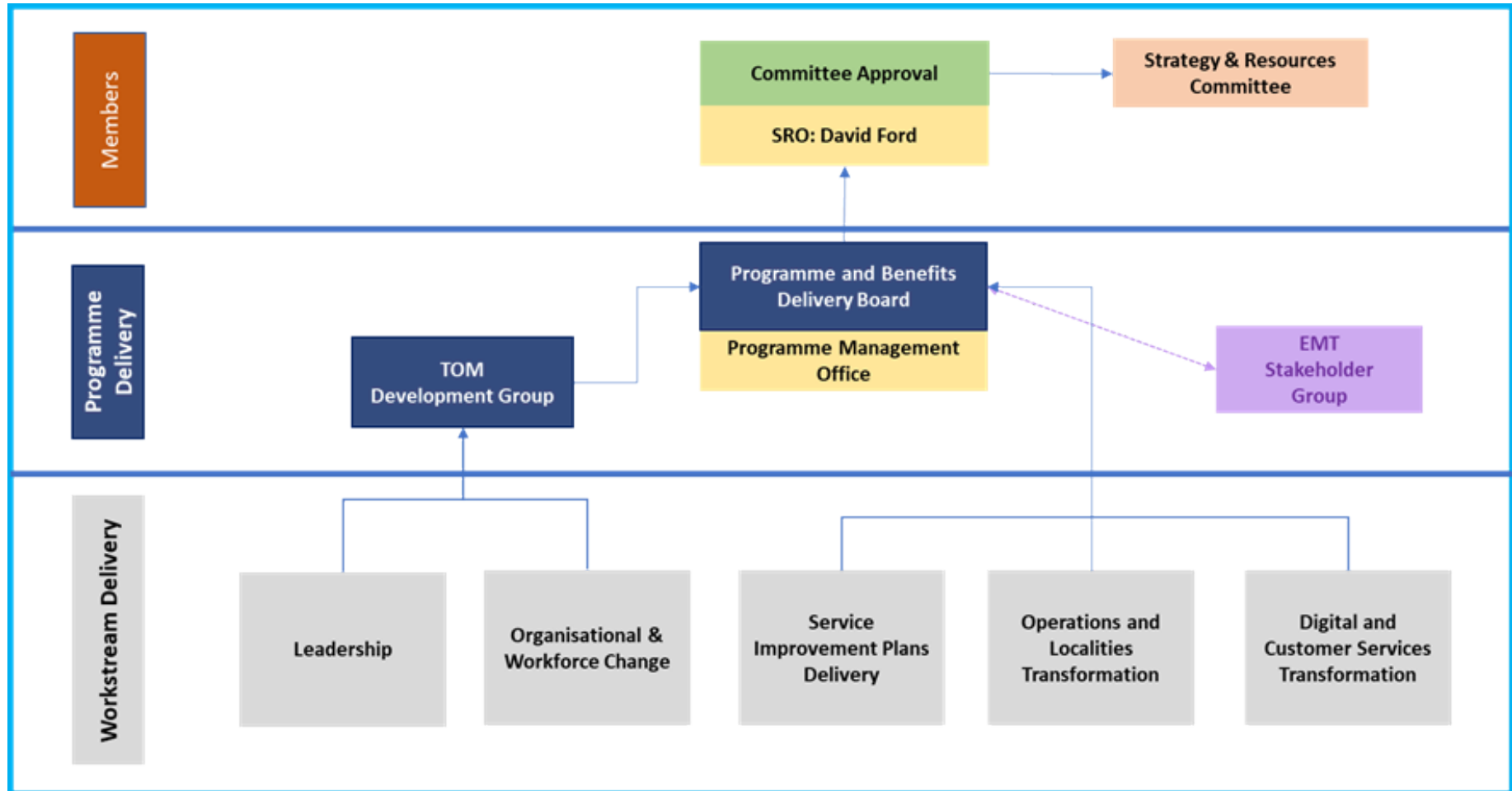## Appendix D – Governance

Appendix D – Governance (continued)

<u>TOM Development Group</u>

Owns the design and development of the Target Operating model. The group agree the design which is then delivered in Programme Delivery. The group also reviews all change requests raised by Heads of Service as part of the change control process, ensuring that scope changes are given proper consideration including the impact on other services and the future operating model of the council.

Item	Description		
Responsibilities	1. Owns the overall design of the Digital and Customer Services design 2. Agrees the Design Principles that will drive Organisational changes 3. Agrees the prioritisation and sequencing of the Service Reviews 4. Sets the direction for the Service Reviews (expected outcomes, financial envelope) 5. Consider results of the Service Reviews and the business case for change 6. Identifies the organisational implications of decisions made (HR / Technology etc) 7. Considers project resources required to deliver the change 8. Makes decisions on next steps (incl recommendations for approval by Members) 9. 'Holds the ring' on the overall impact of changes in the context of Member priorities		
Membership	• Programme Sponsor (Chair) • Programme Manager • Chief Finance Officer	• Digital Transformation lead • Programme Officer • FTP Transformation SME	
Frequency & Format	Weekly (additional meetings will be driven by need). Face-to-face and Teams	Duration:	1 hr

Appendix D – Governance (continued)

<u>Programme Delivery and Benefits Board</u>

Oversees programme delivery and ensures that benefits including savings are delivered as agreed in the business case.   The board monitors progress on all workstreams and tracks the budget and resource against the forecast.

Item	Description		
Responsibilities	1. Oversees programme delivery following approval of the business case 2. Oversees key risks and issues and takes corrective action where needed 3. Owns the delivery communication plan 4. Point of escalation and decision-making group 5. Identification and monitoring of dependencies across the programme 6. Manages programme budget and resources to support delivery of projects. 7. Identifies cross-project dependencies / where benefits are owned and realised. 8. Monitors and tracks delivery of benefits. 9. Signs off final benefits and savings as part of programme closure process		
Membership	• Programme Sponsor (Chair) • Programme Manager • Finance lead • Change Manager/Organisation Design Lead	• Digital / Customer Service Transformation lead • Operations workstream lead • Programme Officer • Benefits management lead	
Frequency & Format	Fortnightly during delivery planning – September- November (additional meetings will be driven by need). Face-to-face and Teams	Duration:	1 hr