

**Customer Feedback Project Plan – System (CDC Respond)**

<b>Project Title</b>	<b>Customer Feedback Management - System</b>
<b>Project Sponsor</b>	<b>Strategic Management Board</b>
<b>Programme / Project Manager</b>	<b>Paula Evans, Business Improvement &amp; Performance Manager</b>
<b>Completion Date</b>	<b>2010</b>
<b>Document Control</b>	<b>18.09.09 Version 1</b>

<b>Action / Task</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	<b>Milestone</b>	<b>✓</b>
Evaluation License Agreement Approval	UDC	25.09.09	License approved for use between UDC/ECC	
Test network connection and system functionality between UDC/ECC	UDC/ECC/CDC Respond	09.10.09	Connectivity and functionality fully tested and signed off	
UDC IT Approval	UDC	16.10.09	Approval gained from ICT Manager	
ECC IT Approval	ECC	16.10.09	Approval gained from ECC IT Management	
Project Funding Approval	UDC/ECC	30.10.09	Approval gained for all relevant funding by UDC/ECC Management/Members	
Contract Agreement/Amendment	UDC/ECC	13.11.09	Contracts drawn up/revised as appropriate	
Placement of purchase order	UDC/ECC	13.11.09	Purchase orders raised and authorised for spend	
Project implementation	UDC/ECC/CDC Respond	11.01.10	Project launch at both sites	
System testing prior to 'go live'	UDC/ECC	08.02.10	All parts of system tested prior to 'go live'	
Go Live	UDC/ECC/CDC Respond	01.04.10	System launched at both sites	