



## PROJECT MANDATE

**Project name** *Business Intelligence & Reporting Tool*

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<b>Project Manager:</b>	Cass Marshall

**Purpose** The information in a Project Mandate is to trigger the process Starting-up a Project. It should contain sufficient information to identify at least the prospective Executive of the Project Board and indicate the subject matter of the project.

**Contents** *A Project Mandate could cover, for example, the following topics. There may be other unique criteria for a specific project.*

Topic	See Page
Responsible authority	
Background	
Project objectives	
Scope	
Constraints	
Interfaces	
Impact on services	
Outline Business Case (reasons)	
Project tolerances	
Reference to any associated documents or products	
An indication of who is/are the appointed Project Manager	
The customer(s), the user(s) and any other known stakeholders	

**Project Classification** (delete as appropriate):

- (i) more than 100hours
- (ii) £10k revenue/capital costs/savings

**Funding Source**(delete as appropriate):

- (i) General Fund

**External Funding**

- (i) **Source and Quantity**
- (ii) **Consultation with Funding Officer**

**Costing Overview****Capital/Rev**(delete as appropriate)

	£	Comment
Initial costs	<b>30,000</b>	
External funding	<b>0</b>	
Net cost	<b>30,000</b>	
Ongoing costs/savings		
Phasing	2011/12	

**Responsible Officer** Chris Stone

**Background** With the increasing pressure on the public purse it is essential that the right services are provided for the right customers. The Council along with its public sector partners holds considerable amounts of information. This information if it is effectively analysed and utilised can provide guidance as to where services should be delivered.

There is a requirement that any system implemented should be a corporate reporting tool that can produce information from any back office system. In particular there is a requirement to produce reports from the Oracle Financials system.

**Project objectives** To create a data warehouse with appropriate reporting tools to support Customer Insight initiatives and customer segmentation.

To facilitate reporting from all Council systems.

**Scope** Relevant data from all Council systems to be extracted and matched in the data warehouse. System will be setup to produce reports from all major Council ICT systems.

**Constraints** The main constraint will be ICT resource time to develop the system.

**Interfaces (internal/external)** The business intelligence system needs to interface needs interface with all existing back office systems.

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**Impact on services** All services with back office systems will need to assist the project team to understand their data.

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**Outline Business Case (reasons)** The main reason for implementing the system is to allow the Council to effectively deliver its services.

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**Project tolerances (critical success factors)** The project should be delivered within budget.

**Completion criteria/ exit strategy** The project will be considered a success when meaningful analysis can be produced from the system.

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**Reference to any associated documents or products** Information Sharing Project documentation. ICT Development Plan 2007 – 2010.

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**List customer(s), the user(s) and any other known stakeholders** Main customers are:-

- Customer Insight Officer
- Customer Services
- Management Team
- Financial Services
- Partners

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