



## PROJECT MANDATE

**Project name** *Income Management Upgrade*

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<b>Project Manager:</b>	Dawn Garton

**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**

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

	£	Comment
Initial costs	<b>20,000</b>	
External funding	<b>0</b>	
Net cost	<b>20,000</b>	
Ongoing costs/savings		
Phasing	2011/12	

**Responsible Officer** Dawn Garton

**Background** The current Income Management system, has gone end of life and needs to be upgraded to the latest version. The current system is not PCI compliant.

**Project objectives** To move the Income Management and Payment Systems to a supported platform.

**Scope** Income Management and all Payment systems to be upgraded.

**Constraints** Availability of finance to undertake the upgrade.

**Interfaces (internal/external)** The payment system is widely used by the public and customer services to make and take payments.

**Impact on services** Payments can not be effectively taken without an up to date system.

**Outline Business Case (reasons)** System is end of life and not PCI compliant

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**Project tolerances (critical success factors)** System to be implemented within budget.

**Completion criteria/ exit strategy** System successfully implemented.

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**Reference to any associated documents or products** Capita de-support notice.

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**List customer(s), the user(s) and any other known stakeholders** Public.  
Council's Customer Service function.

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