



PROJECT MANDATE

Project name *Sundry Debtors System*

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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	50,000	
External funding	0	
Net cost	50,000	
Ongoing costs/savings	10,000	
Phasing		

Responsible Officer Dawn Garton

Background The current sundry debtors system is not properly supported by the supplier, does not meet audit requirements and is lacking in key functionality. It is also difficult to integrate the current system with the Council's CRM system to provide Customer Services with seamless information. A new system with improved functionality and integration capabilities is desirable.

Project objectives To provide a user friendly debtors system that integrates with other Council IT systems.

Scope To replace the current sundry debtors system

Constraints Budget.

Interfaces (internal/external) Public (sends out sundry debtors invoices)
Internal – Council systems such as Northgate CRM

Impact on services

Outline

**Business Case
(reasons)**

- Improved customer service
- Improved financial control
- Provision of a supportable system

**Project
tolerances
(critical
success
factors)
Completion
criteria/ exit
strategy**

**Reference to
any associated
documents or
products**

**List
customer(s),
the user(s)
and any other
known
stakeholders**
