

Outline Timetable for Establishment of Customer Service Centre

	CSC		Accommodation		CRM
11 Feb	Outline Cabinet approval	Jan	City Offices reception design completed		
25 Feb	Council budget approval	Feb	Negotiation/tender process		
8 Mar	Personnel Ctte approval				
Mar	Advertise CSM			Mar	Specification compiled
		Apr	Community Services move to Athelstan House; Internal audit move from annex; switchboard upgraded	Apr+	Tender (Gcat) process
May	Appoint CSM	May	Cashiers refurbishment and relocation completed; office moves commence		
Jun	Advertise CSOs	Jun	City Offices reception works undertaken		
		Jul	Other office moves completed		
Aug	CSM in post				
Sep	Internal CSOs appointed			Sep	Award contract
Oct-Dec	Set up CSC			Oct	Finalise contract/project plan etc
Nov/Dec	External CSOs appointed				
Jan/Apr 05	Training			Jan/Apr 05	Implementation
May 05	CSC live			May 05	CRM live