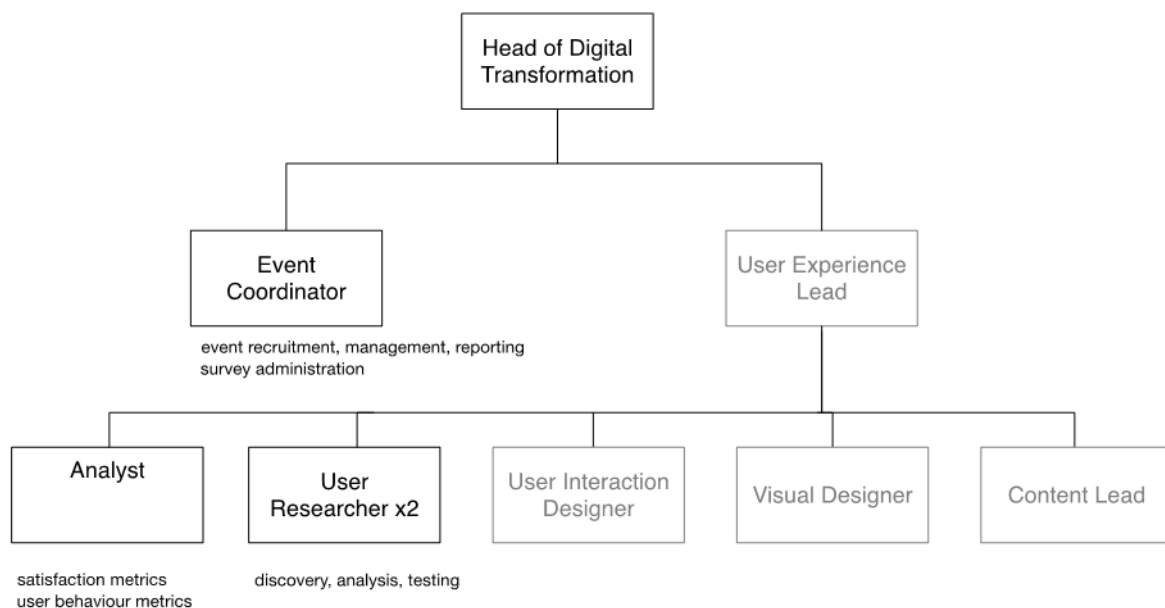


Funding for User Needs Activity

At the last User Needs meeting a plan was outlined for a Digital Transformation Unit that would conceive and prototype innovative digital services that can significantly improve user satisfaction and cost-effectiveness.

Part funding is in place and an additional budget of £220k was added to UIS requests for Planning Round 2015. The proposed organisation model¹ was:



Note: (1) Assumes Information Architecture, UI Development, Project Management, supplied by resources from other areas of UIS. (2) Greyed out roles are not yet agreed nor funded. Conversations are ongoing with Build & Development concerning avoiding potential overlaps and looking for opportunities for collaboration

The User Needs Committee is asked if it endorses the proposed organisation and whether it can lend full support to the PR15 request.

John Norman
Chris Edwards
29 October 2015

¹ This model reflect Gartner best practice as described at <http://www.gartner.com/document/2922118>

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