



ECLIPSE Data Migration & Implementation (GCloud 14)

Service Definition

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Service Overview

OLM uses the concept of a Model Office. Our Model Office implementation approach for ECLIPSE draws upon over 30 years of knowledge and experience of Case Management practice and the legislative/ social environment in which it operates.

As part of your transition to ECLIPSE, we will carry out a period of discovery and system build where we meet with you to ensure we each understand the requirements, before building a Model Office which will then be validated during the validation stage.

We carry out a joint period of discovery at the start of every implementation which is about:

- Looking in more detail at how you currently work
- Introducing/ discussing the good practice model with your key business leads
- Finalising the scope of change/ the implementation
- Preparing associated delivery plans.

OLM will provide a fully resourced delivery plan milestones identified, as well as customer resource input required. We will work with you to ensure the system is live within the required timeline.

We will discuss and adhere to your training requirements through the use of additional training aids, including user guides, tutorials and help screens. These aids would be discussed further with you during the early implementation stages in order to determine the most effective way of using them for your training needs.

The onboarding of ECLIPSE is broken down into the following key stages:

Process Onboarding

- What are we implementing?
- How will ECLIPSE be used and configured?
- Who will use ECLIPSE?

Data Onboarding

- Cleansing the data to be moved from existing system(s)
- Mapping of data to ECLIPSE
- Moving the data to ECLIPSE
- Reporting on the data in ECLIPSE

People Onboarding

- Keeping the wider user base engaged and informed
- Skilling up the users.

Technical Onboarding

- Provision of environments (Test, Train and Live) by OLM
- Integration(s).

Key Personnel

Our Key Project Personnel include:

- Customer Success Manager
- Lead Consultant
- Trainer.

The team is supported by:

- Internal Project Management Office
- Head of Customer Management
- Practice Leads and Product Management.

As an example of their activity, our Lead Consultant(s) will:

- Attend operational meetings
- Run the Model Office configuration workshops
- Provide advice and guidance on local changes
- Provide on and off-site support.