This is Schedule 6.1 to the agreement between The Highland Council and Wipro Holdings (UK) Limited dated 14 September 2016

**SCHEDULE 6.1: IMPLEMENTATION PLAN**

1. Introduction
	1. This schedule:
		1. defines the process for the preparation and implementation of the Outline Implementation Plan and Detailed Implementation Plan; and
		2. identifies the Milestones (and associated Deliverables) including the Milestones which trigger payment to the Supplier of the applicable Milestone Payments following the issue of the applicable Milestone Achievement Certificate.
2. Outline implementation plan
	1. The Outline Implementation Plan is set out in annex 1.
	2. All changes to the Outline Implementation Plan shall be subject to the Change Control Procedure provided that the Supplier shall not attempt to postpone any of the Milestones using the Change Control Procedure or otherwise (except in accordance with clause 31 (*Authority Cause*)).
3. Approval of the detailed implementation plan
	1. The Supplier shall submit a draft of the Detailed Implementation Plan to the Authority for approval within 20 Working Days of the Effective Date.
	2. The Supplier shall ensure that the draft Detailed Implementation Plan:
		1. incorporates all of the Milestones and Milestone Dates set out in the Outline Implementation Plan;
		2. includes (as a minimum) the Supplier's proposed timescales in respect of the following for each of the Milestones:
			1. clearly outlines all the steps required to implement the Milestones to be achieved in the next 15 months, together with a high level plan for the rest of the programme, in conformity with the Authority Requirements;
			2. the completion of any Testing to be undertaken in accordance with schedule 6.2 (*Testing Procedures*); and
			3. training and roll‑out activities;
		3. clearly outlines the required roles and responsibilities of both Parties, including staffing requirements; and
		4. is produced using a software tool as specified, or agreed by the Authority.
	3. Prior to the submission of the draft Detailed Implementation Plan to the Authority in accordance with paragraph 3.1, the Authority shall have the right:
		1. to review any documentation produced by the Supplier in relation to the development of the Detailed Implementation Plan, including:
		2. details of the Supplier's intended approach to the Detailed Implementation Plan and its development;
		3. copies of any drafts of the Detailed Implementation Plan produced by the Supplier; and
		4. any other work in progress in relation to the Detailed Implementation Plan; and
		5. to require the Supplier to include any reasonable changes or provisions in the Detailed Implementation Plan.
	4. Following receipt of the draft Detailed Implementation Plan from the Supplier, the Authority shall:
		1. review and comment on the draft Detailed Implementation Plan as soon as reasonably practicable; and
		2. notify the Supplier in writing that it approves or rejects the draft Detailed Implementation Plan no later than 20 Working Days after the date on which the draft Detailed Implementation Plan is first delivered to the Authority, provided that the Parties agree to co-operate in good faith regarding the progress of drafting the Detailed Implementation Plan, and the timing of its release to the Authority.
	5. If the Authority rejects the draft Detailed Implementation Plan:
		1. the Authority shall inform the Supplier in writing of its reasons for its rejection; and
		2. the Supplier shall then revise the draft Detailed Implementation Plan (taking reasonable account of the Authority's comments) and shall re‑submit a revised draft Detailed Implementation Plan to the Authority for the Authority's approval within 20 Working Days of the date of the Authority's notice of rejection. The provisions of paragraph 3.4 and this paragraph 3.5 shall apply again to any resubmitted draft Detailed Implementation Plan, provided that either Party may refer any disputed matters for resolution by the Dispute Resolution Procedure at any time.
	6. If the Authority approves the draft Detailed Implementation Plan, it shall replace the Outline Implementation Plan from the date of the Authority's notice of approval.
4. Updates to and maintenance of the detailed implementation plan
	1. Following the approval of the Detailed Implementation Plan by the Authority:
		1. the Supplier shall submit a revised Detailed Implementation Plan to the Authority every three (3) months starting three (3) months from the Effective Date;
		2. without prejudice to paragraph 4.1.1, the Authority shall be entitled to request a revised Detailed Implementation Plan at any time by giving written notice to the Supplier and the Supplier shall submit a draft revised Detailed Implementation Plan to the Authority within 20 Working Days of receiving such a request from the Authority (or such longer period as the Parties may agree provided that any failure to agree such longer period shall be referred to the Dispute Resolution Procedure);
		3. any revised Detailed Implementation Plan shall (subject to paragraph 4.2) be submitted by the Supplier for approval in accordance with the procedure set out in paragraph 3; and
		4. the Supplier's performance against the Implementation Plan shall be monitored at meetings of the Service Management Board (as defined in schedule 8.1 (*Governance*). In preparation for such meetings, the current Detailed Implementation Plan shall be provided by the Supplier to the Authority not less than five (5) Working Days in advance of each meeting of the Service Management Board.
	2. Save for any amendments which are of a type identified and notified by the Authority (at the Authority's discretion) to the Supplier in writing as not requiring approval, any material amendments to the Detailed Implementation Plan shall be subject to the Change Control Procedure provided that:
		1. any amendments to elements of the Detailed Implementation Plan which are based on the contents of the Outline Implementation Plan shall be deemed to be material amendments; and
		2. in no circumstances shall the Supplier be entitled to alter or request an alteration to any Milestone Date except in accordance with clause 31 (*Authority Cause*).
	3. Any proposed amendments to the Detailed Implementation Plan shall not come into force until they have been approved in writing by the Authority.
5. Government reviews
6. The Supplier acknowledges that the Services may be subject to Government review at key stages of the project (such as Gateway Reviews). The Supplier shall cooperate with any bodies undertaking such review and shall allow for such reasonable assistance as may be required for this purpose within the Charges.
7. OUTLINE IMPLEMENTATION PLAN

The Authority approach to implementation of the new services is outlined in the following diagram.

Transition Complete

Effective Date

Stabilisation and Closure

Transition

Finalised Planning

Transformational Projects

Planning

##

Detailed Supplier Implementation Plan and Governance to be developed and based on Prince2 and Schedule 2.1 (Section B Implementation Services)

| **Milestone** | **Deliverables (and associated tasks) required for each Milestone)** | **Duration (Working Days)** | **Milestone Date** | **Authority Responsibilities (if applicable)** | **Link to ATP/CPP and Key Milestone** |
| --- | --- | --- | --- | --- | --- |
| Agreed Implementation Plan  | Transition Plan i.e. identification of all activities required to enable the Supplier to take over responsibility of the in scope services as defined in Schedule 2.1 and the Transformation Programme Plan. | 20 | 05 October 2016[i.e. Effective Date + 20 days] | Approval of Implementation Plan and Programme Initiation Document | No |
|  |  |  |  |  |  |
| Layer 2 Network Migration Link Implementation | Network Connectivity to site complete |  | 15th November 2016 | 1. Facilitate link landing into INV10 communications roomand extending the same to the core Switch (site survey in August 2016)2. Configure 2\*Core switches to access VLANs across 4 data centre locations | No |
| Service Desk, DC Infrastructure and tools Setup Complete | Access SNOW portal, Evidence of material delivery (S/W and H/W) and installation report |  | 12th December 2016 | 1. Solution Architecture and Design Signoff2. Microsoft Licenses to be procured  | No |
| Services Go-Live – Operational Service Commencement Date | All activities required to enable the Supplier to take over responsibility of the in scope services in Schedule 2.1, Section C have been completed and Services go live.  | 128 | 1 April 2017[i.e. Agreed Detailed Implementation Plan + 128 days] |  | ATP |
| Services Stable / Transition Complete | All Services have operated successfully during the stabilisation period. Delivered and verified through Project Governance. | 22 | 01 May 2017[Services Go Live - Operational Service Commencement Date + 22 days] |  | CPP |
| Transformation Project 1- Active Directory (including processes for joiners/movers/leavers | Transformation Project Completed and service operationally delivered and verified through Project Governance. |  | 01 March 2017 | Approval of Implementation Plan and PID | ATP |
| Transformation Project 1- Active Directory (including processes for joiners/movers/leavers) | Transformation Project Completed and service operationally delivered and verified through Project Governance. | 128 days | 01 April 2017[i.e. Agreed Detailed Implementation Plan + 128 days] | 1. Authority to enable access to the current AD environment2. Review and sign off test results  | CPP |
| Transformation Project 2 - Data Centre Transformation | Transformation Project Completed and service operationally delivered and verified through Project Governance. |  | 20th March 2017 |  | ATP |
| Transformation Project 2 - DC Setup Complete and Microsoft Office Milestone | DC hardware, Software Delivery, and Installation Report demonstrating the environment is ready for Migration. Microsoft Licences Procured. |  | 15th November 2016 |  | No |
| Transformation Project 2 - Data Centre Transformation | Transformation Project Completed and service operationally delivered and verified through Project Governance. | 128 days | 01 April 2017[based on Agreed Detailed Implementation Plan + 128 days] |  | CPP |
| Core Services Transition Completed and Transformation Projects 1, 2 & 6 | Final Go Live and Active Directory Milestone |  | 01 April 2017 |  | Key |
| Transformation Project Office Replacement Service  | Transformation to Cloud based Office Service operationally delivered and verified through project Governance. |  |  |  | ATP |
| Transformation Project Office Replacement Service  | Transformation to Cloud based Office Service operationally delivered and verified through project Governance. | 175 days | 06 June 2017[i.e. Agreed Detailed Implementation Plan + 175 days] |  | CPP |
| Transformation Project 3 - Corporate Desktop Refresh | Transformation to a virtualised and mobile platform with anytime and anywhere access to services delivered and verified through project Governance. |  |  |  | ATP |
| Transformation Project 3 – Corporate Desktop Refresh | 50% Refresh Completed |  |  |  | Key |
| Transformation Project 3 - Corporate Desktop Refresh | Transformation to a virtualised and mobile platform with anytime and anywhere access to services delivered and verified through project Governance.Final Milestone – Project Completed | 175 days | 01 December 2017[i.e. Services Go Live – Operational Service Commencement Date + 175 days  |  | CPP / Key |
| Transformation Project 3 and 4 – Desktop Environment Setup Complete | VDI Hardware, software received, VDI Implementation report |  | 15th February 2017 |  | No |
| Transformation Project 4 - Curriculum Desktop Refresh | Transformation to a virtualised and mobile platform with anytime and anywhere access to services delivered and verified through project Governance. |  |  |  | ATP |
| Transformation Project 4 – Curriculum refresh | Interim 50% complete Milestone |  |  |  | Key |
| Transformation Project 4 - Curriculum Desktop Refresh | Transformation to a virtualised and mobile platform with anytime and anywhere access to services delivered and verified through project Governance.Final Milestone Curriculum refresh including LMD Completed | 523 days | 15 November 2019[i.e. Services Go Live - Operational Service Commencement Date + 523 days]  |  | CPP / Key  |
| LMD - Deployment and final removal of devices | LMD roll out completed and final devices removed from estate. Delivered and verified through Project Governance. |  |  |  | ATP |
| LMD - Deployment and final removal of devices | LMD roll out completed and final devices removed from estate. Delivered and verified through Project Governance. | 523 days | 15 August 2019[i.e. LMD roll out commencement 15 August 2017 + 523 Days] |  | CPP  |
| Transformation Project 5 – Business Application transformation | Review Application Portfolio jointly develops Business cases and application roadmap. Delivered and verified through Project Governance. |  |  |  | ATP |
| Transformation Project 5 – Business Application transformation | Review Application Portfolio jointly develops Business cases and application roadmap. Delivered and verified through Project Governance. | 175 days | 06 June 2017[i.e. Agreed Detailed Implementation Plan + 175 days] |  |  CPP  |
| Transformation Project 6 – Key applications Self Service | Self Service solution deployed for both corporate and curriculum for agreed application list as defined in PID delivered and verified through Project Governance. |  |  |  | ATP  |
| Transformation Project 6 – Key applications Self Service | Self Service solution deployed for both corporate and curriculum for agreed application list as defined in PID delivered and verified through Project Governance. | 128 days | 01 April 2017[i.e. Agreed Detailed Implementation Plan + 128 days] |  | CPP  |
| All Transition and Transformation Projects Completed |  |  | 15 November 2019 |  | No |

Wipro’s Detail Implementation Plan





