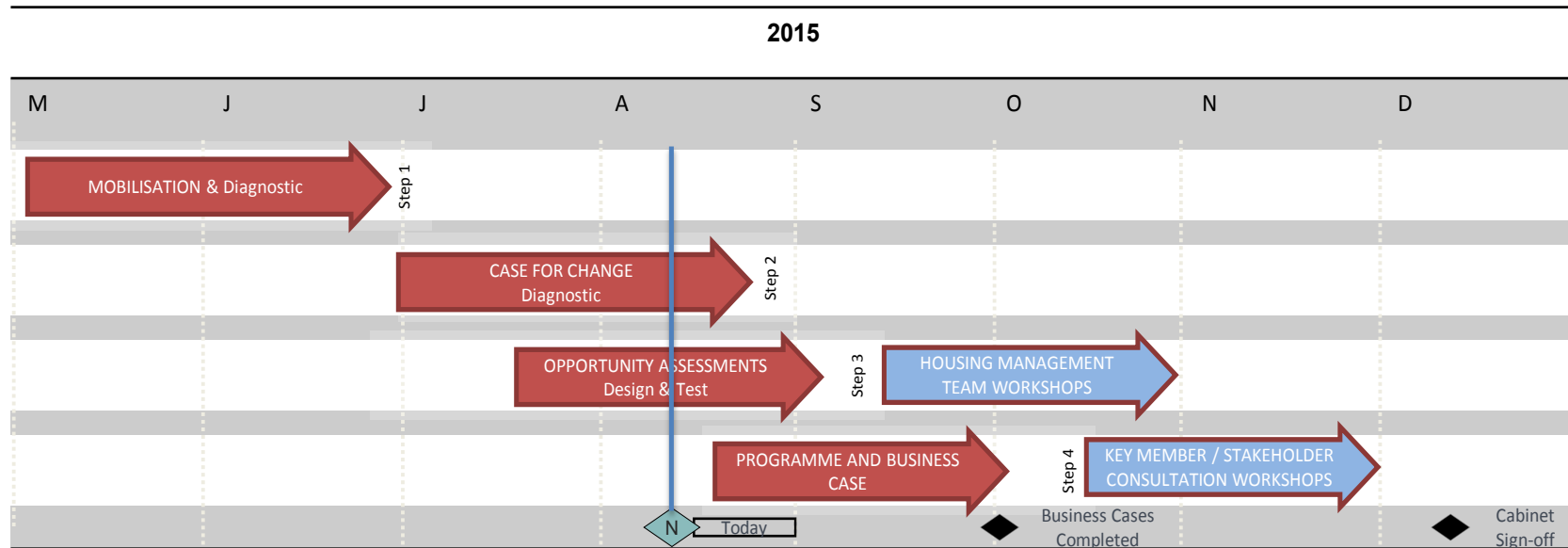


# Appendix 1

## Latest Timetable



### 5 Workstreams In scope

Customer Management

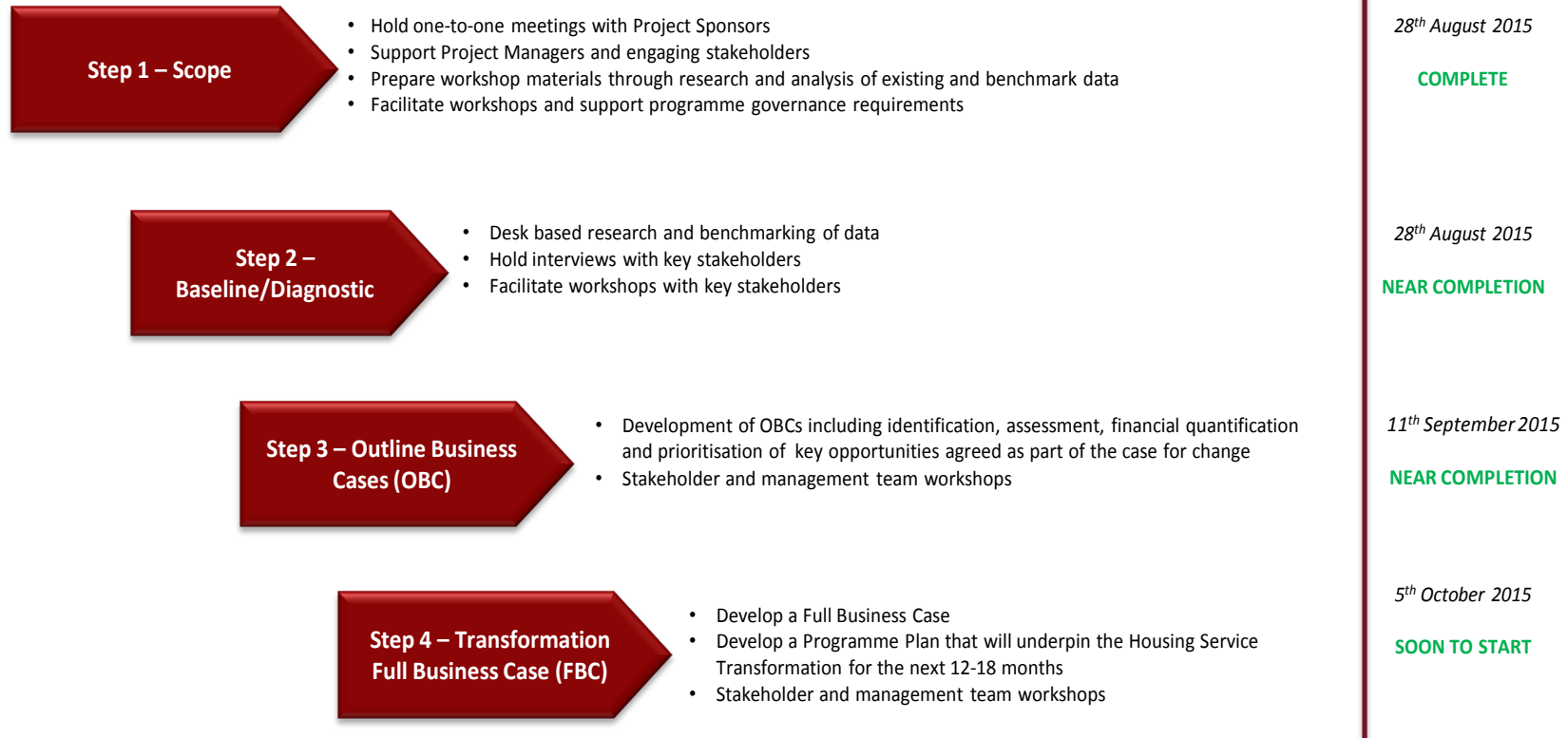
Strategic Housing

Strategic Maintenance

Income & Debt Management

Workforce Management

# Approach & Timescales



## Key Findings: The List of 10 OBC's for Assessment

	Customer Management	Strategic Maintenance	Strategic Housing	Income & Debt Management	Workforce Management
Telephone & Customer View	✓	✓	✓	✓	
Digital & Customer Engagement	✓	✓	✓	✓	
DLO End to End Process Redesign	✓	✓		✓	✓
Debt Management				✓	
Commercial Income & New Business				✓	
Prevention Service			✓		
Procurement & Supply Chain		✓			
Lifecycle asset management		✓			
ICT, Information, Data & Process Refresh	✓	✓	✓	✓	✓
Productivity, Capacity & Skills Development	✓	✓	✓	✓	✓
Ambition 2020/ Growth Commission considerations		✓	Strategy & Analytics Support Housing +	Commercial Trading Entity	Delivery options for Commercial Entity / Services
Inflight Projects (Potential impact upon Housing Transformation Programme)			Homelessness Strategy Housing Strategy Local Lettings Agency Private Sector Housing Welfare Benefit Reform Shared Ownership	Single view of debt Nudge	