

Change Control Request Form
Request For Change – Applicable to All Change Control Requests

LCHS CHANGE CONTROL REQUEST (please attach any supporting documentation)					
TfL Budget Code (allocated by TfL Commercial)	3603 022	CCR No. (allocated by TfL Ch M)	LCHS 234	CCR Version No. (allocated by TfL Ch M)	1
Change Title	LCHS Mobile App Deployment to Live				
Originating Organisation/Team	Work Area(s) Affected	P3M Project ID No.		No. of Attachments	
BCH Operations	BCH Operations			1	
Contract requirement or contract reference amended by this Change					
Description of proposed Change (assumption, requirement, procedure, programme)					
<p>Overview</p> <p>The Cycle Hire Mobile App enables customers to purchase subscriptions to the scheme, view docking station bike and dock availability and generate release codes. The full specification will be contained within the detailed design document yet to be submitted by Serco.</p> <p>Following the successful trial of the Cycle Hire mobile app, TfL would like to deploy the app live to the Apple App Store and Google Play Store for free download to our customers.</p> <p>TfL will require ongoing support for the application following its deployment into the live environment.</p>					
Specific Requirements (Actions)					
Req1	Service Provider to provide an update to Schedule 5 Service Level Agreements detailing KIPs (to be agreed with TfL) which must then be flow down to Serco's subcontract with CoreThree.				
Req2	Service Provider to provide details of an exit strategy detailing the handover of the Google Play and Apple App Store accounts including how data will be exported and could be transferred to a new provider.				
Req3	Service Provider to provide a test plan and updated test strategy				
Req4	Service Provider to provide a project plan to be submitted to TfL for approval				
Req5	Service Provider to provide a LCHS Mobile App Detailed Design Document to include wireframes detailing the customer experience flow				
Req6	Service Provider to provide a LCHS Mobile App Interface Control Document				
Req7	Service Provider to provide a monthly report of app activity including but not limited to downloads, release codes generated, Pay as You Pedal and Annual members who registered thorough the app.				
Req08	Service Provider to provide a technical roadmap for improvements to the app that will be made to the app once live and included in the monthly subscription payment.				
Req09	Service Provider to submit rate card costs for CoreThree development and DBOS/8D development and support.				
Req10	Service Provider shall clearly document the division of the ownership of all IPR related to the app and its data in accordance with Schedule 41 - IPR				
Req11	Service Provider to ensure that the app complies with all contractual obligations including accessibility, security, privacy and legal.				
Req12	Service Provider to ensure all testing is completed in line with Schedule 4 – Testing Regime, Schedule 14 - Security				
Req13	Service Provider to ensure all training and processes are developed, documented and delivered to all necessary call centre representatives to enable them to provide low level support for customer, app related issues.				
Req14	Service Provider to ensure all other technical documentation, processes and reports are updated as applicable.				
Req15	The agreement made in this CCR around the operational support of the app assumes delivery of documented full functionality; this CCR will not be signed off until this has been delivered and agreed. Upon acceptance of this change, the full functionality document should form part of the LCHS Mobile App Detailed Design.				

Acceptance Criteria (factors to be tested at acceptance stage)				
<ul style="list-style-type: none"> • Agreed and updated Schedule 5 – Service Level Agreement. • Agreed and updated Schedule 41 – IPR. • Delivery of an approved Exit strategy. • Delivery and execution of an agreed project plan. • Delivery and execution of an agreed test plan. • Delivery of an approved updated test strategy. • Delivery of an approved LCHS Mobile App Detailed Design Document. • Delivery of an approved LCHS Mobile App Interface Control Document. • Delivery of monthly reporting (to be agreed). • Delivery of a technical improvements roadmap. • Delivery of a rate card for CoreThree and 8D Mobile related development time. • Delivery of an approved final test report. • Delivery of an approved CSR process for managing calls/issues relating to the LCHS Mobile App. • Delivery of another documentation, processes and report, as applicable and to be agreed with TfL. 				
Parties consulted (internal and external individuals / groups)				
Luke Sparks, TfL Marketing, BCH Operations, Serco				
Reason for change (drivers, objectives, success criteria)				
To formalise the release of the app into the live customer environment.				
Objective to achieve 50,000-125,000 downloads on each app store (Google and Apple) in the first 3 months of deployment.				
Potential Benefits (include cost savings, benefits to other work areas, improved customer satisfaction)				
<ul style="list-style-type: none"> • Ensures the app is launched with a compelling customer offering. • Adds value to the sponsor as app uptake is ensured • Increase trips • Encourage new members to sign up to the scheme 				
Date that Change is required (provide a calendar date if possible and the effect if this date is not met)				
February 27 th . If this date is not met it will delay the launch of the marketing on March 27 th				
Potential impact on Third Parties (e.g. change to interface with, joint testing with, test data needed)				
Change to Interface with TfL Marketing, IM for joint testing and developers CoreThree New sponsor will impact delivery dates. Apple and Google for publication to their respective app stores. App Developers who have similar functionality may be impacted however this app offers unique and secure functions not possible through a published web feed.				
Alternatives considered (including “do nothing” scenario)				
Do Nothing: The app would not launch in time for the marketing campaign, causing reputational damage to TfL and the sponsor.				
Impact Assessment Requirements (specific, in addition to cost, programme, technical, operational)				
Please assess technically feasible options to deliver this change with accompanying cost of each option.				
Other Work Areas Consulted (originator to complete – give details of impact or state “no impact”) Originator to liaise with other business areas as necessary to complete this section of the CCR form Assessing organisation to consider all work areas in their Impact Assessment, even if no impact identified here				
1. Operations				
2. Technical				
3. MIS				
4. Commercial				
5. Finance				
6. Data Protection				
7. Other – Please Specify				
CCR Sign Off	Originator	Daniel Knight	Date	28/01/15
	TfL Team Leader	James Mead	Date	
	TfL Commercial Manager	Sanny Yau	Date	28/01/15
	TfL Change Manager	Katerina Kourmpan	Date	28/01/15

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