

Change Control Impact Assessment Form Applicable to All Change Control Requests

CHANGE CONTROL IMPACT ASSESSMENT FORM					
CCR No. (allocated by TTL)	LCHS234	CCR Version No. (allocated by TTL)	1	IAF Version No. (allocated by TTL)	3
Change Title	App Deployment to Live				
Assessing Team	On Street / Commercial			No. of Attachments	4
This document is an Impact Assessment (IA) as defined in Schedule 9 of the London Cycle Hire Scheme contract ("the "Agreement") between Transport Trading Limited ("TTL") and Serco Limited (the "Service Provider") relating to provision of services for the London Cycle Hire Scheme dated 11 August 2009. All terms and conditions of the Agreement not otherwise specifically amended or supplemented herein shall remain unchanged and in full force and effect.					
IMPACTS (All impacts to cover Design, Implementation and Operational phases)					
Programme Impact (specific deliverables, Milestones, Milestone Dates and Milestone Achievement Criteria)					
Overview					
Serco have developed a Cycle Hire Mobile App that enables customers to purchase subscriptions to the scheme, view docking station bike and dock availability and generate release codes from their smart phone.					
A full specification will be contained within a detailed design document to be produced by Serco once the App final specification has been approved and the app has been launched.					
Following a successful trial of the Cycle Hire mobile app, and subsequent rebranding following review by Santander, TfL would like Serco to deploy the app to the Apple App Store and Google Play Store and make it available free download to scheme users.					
TfL have stated they will require ongoing support for the application following its deployment into the live environment.					
The following specific requirements have been identified by TfL and Serco's responses to these requirements are detailed below:					
Specific Requirements (Actions)					
Req1	<i>Service Provider to provide an update to Schedule 5 Service Level Agreements detailing KPIs (to be agreed with TfL) which must then be flow down to Serco's subcontract with CoreThree.</i> Serco Response – Attached				
Req2	<i>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.</i> Serco Response – The Apple Store Account and Google Play accounts have been set up in TfL's name with a TfL (Dan Kempster) as the account authoriser. It is understood that this gives TfL the ability to transfer the accounts to an alternative supplier in the future.				
Req3	<i>Service Provider to provide a test plan and updated test strategy</i> Serco response – Serco have provided a test plan and test strategy to TfL that has been reviewed and accepted.				
Req4	<i>Service Provider to provide a project plan to be submitted to TfL for approval.</i> Serco Response – As the Mobile App was successfully launched, this requirement is now no longer relevant.				
Req5	<i>Service Provider to provide a LCHS Mobile App Detailed Design Document to include wireframes</i>				

	<p><i>detailing the customer experience flow.</i></p> <p>Serco Response – This has been provided and comments received, this Change will not be closed until the document is accepted.</p>
Req6	<p><i>Service Provider to provide a LCHS Mobile App Interface Control Document</i></p> <p>Serco Response – The interface Control Document has previously been submitted to TfL.</p>
Req7	<p><i>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.</i></p> <p>Serco Response – On launch of the App a web based “dashboard” was made accessible to TfL. This enables TfL to access the required data themselves at will and remove the need for scheduled reports to be provided.</p>
Req08	<p><i>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.</i></p> <p>Serco Response – As set out in the approved service level agreement, up to 2 days development activity per month will be included in the monthly subscription fee. Serco will work with TfL to capture and plan a desired technical road map for agreement and inclusion in the acceptance pack. Serco believe that any technical road map will be at TfL’s discretion and that Serco should not be dictating what should be included in this document.</p> <p>Note: Serco understands that this requirement is now part of a new CCR..</p>
Req09	<p><i>Service Provider to submit rate card costs for CoreThree development and DBOS/8D development and support.</i></p> <p>Serco Response – [REDACTED] As with other IT related changes, all development requirements should be made through the CCR process and will be impacted and costed in line with the approved process.</p>
Req10	<p><i>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</i></p> <p>Serco Response – Schedule 41 – IPR does not require updating as Corethree retain the IPR for the Mobile App.</p>
Req11	<p><i>Service Provider to ensure that the app complies with all contractual obligations including accessibility, security, privacy and legal.</i></p> <p>Serco Response – Serco has provided documentation evidencing this compliance that has been accepted by TfL.</p>
Req12	<p><i>Service Provider to ensure all testing is completed in line with Schedule 4 – Testing Regime, Schedule 14 – Security</i></p> <p>Serco Response – Serco has provided test reports that have been accepted by TfL.</p>
Req13	<p><i>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.</i></p> <p>Serco Response – Training has been delivered and the CSRs deal with queries about the Mobile App.</p>
Req14	<p><i>Service Provider to ensure all other technical documentation, processes and reports are updated as applicable.</i></p> <p>Serco Response – Noted. Documentation is reviewed and this Change will not be closed until the relevant documentation is accepted.</p>
Req15	<p>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.</p> <p>Serco Response – Noted.</p>
<p>Cost Impact (detailing costs or savings / impact of change on Milestone Payments and/or Service Charges / cost/benefit analysis)</p>	
<p>[REDACTED]</p>	

[Redacted]

[Redacted]

[Redacted]

This Change will be invoiced using a specific invoice referencing LCHS234 and via an increase to the Operational Monthly Charge.

The above charges are in pounds Sterling, exclusive of VAT, valid for 30 days from the date of receipt of this IAF, and shall be payable by TTL in accordance with Schedule 9, Clause 7 of the Agreement. This IA has been drawn up in accordance with the pricing principles set out in Annex G, Table 41 of Change Control Request Procedure to Schedule 9 of the Agreement, and the same accounting principles and standards as used in the Financial Model have been applied. It is further confirmed that there has been no material omission or inaccuracy in the facts and pricing assumptions provided by this IA on which the above charges are based, and which are set out or referenced in this IA.

Technical Impact (including change type: application, operational, infrastructure, contract)

Changes have been made to various elements of the Technical Infrastructure, including:
 DBOS
 Web Services
 Finance Engine
 CRM

Additional processes have also been implemented for contact centre call management

All changes will be detailed in the relevant documents to be provided as deliverables for this CCR.

Impact on Design Services

None not already identified above

Impact on Build Services

None not already identified above

Operational Impact (including any factors relating to testing/acceptance regime)

None not already identified above

Impact on Service Systems and Interfaces (including proposed designation of any Software)

None not already identified above

Impact on Third Parties (Change to interfaces / joint testing with / test data needed)

None not already identified above

Any Other Impacts And / Or Risks (including mitigations for any risks identified)

None identified at this time

Dependencies And Assumptions

8D rates subject to change upon a formal agreement of a new contract with 8D.				
Documents (Identify all changes to Contract and / or Design documents)				
The following documents and deliverables are required to be provided or updated:				
<ul style="list-style-type: none"> • Updated Schedule 5 – Service Level Agreement. • Approved Exit strategy. • An agreed test plan. • An approved updated test strategy. • An approved LCHS Mobile App Detailed Design Document. • An approved LCHS Mobile App Interface Control Document. • Reporting dashboard enabling TfL to self source key data (content to be agreed). • An approved final test report. • An approved CSR process for managing calls/issues relating to the LCHS Mobile App. 				
Date/Release for which this change is to be implemented				
The Mobile App was launched on 11 th May 2015.				
Effective Date of this Change				
Monday 11 May 2015				
Recommendation (to be completed by Service Provider) Accept / Reject / Defer			Accept this IAF	
IAF Sign Off	Assessor	[Redacted]	Date	25/09/2015
	Service Provider	[Redacted]	Date	25/09/2015
	TTL Commercial Manager	Katerina Kourmpan Commercial Manager	Date	28/10/2015
Logged By (TTL Change Coordinator)	Hannah Mills	Date	28/10/2015	

Attachments:

- Attachment 1 - [Redacted]
- Attachment 2 – Amendments to Schedule 5
- Attachment 3 - Amendments to Schedule 7 (Already agreed via LCHS257)
- Attachment 4 – Amendments to Schedule 7 Annex A (Already agreed via LCHS257)