Appendix 1 - Checklist

	Review	Completed
Individual Staff	Name Hours worked % of FTE Contract type If FTC, when does contract expire? On flexi time? Grade/range Location based Skills, inside and outside of current role.	
Team	Any open vacancies? Who are Team's stakeholders/customers? Internal & external. What current KPI's and SLA's are in place? How are they measured? What is current performance for those KPI's and SLA's? What Comms do Team use? Team mailbox/telephone hunt group etc. Are Team paperless? In prep for Accommodation review and in line with DPA/GDPR. Any current Projects in place alongside BAU? Such as back scanning? Any service contracts in place? When do they expire? General Team challenges.	
Tasks/Processes	Is task a one off or duplicated across Directorates? How many people know how to complete this task? Is there a process mapped? What is the purpose of this task? What value does this task add to the organisation? Volume – weekly/monthly/annually. Average time to complete task. How many handovers involved in process and how do they happen? Electronically? By paper? How many IT systems used throughout process? Are they supported by IT? Eg. excel sheets. How often is data duplicated throughout process? Is process high risk? Do we need an IT system consultant to visit to advise of more that a system can offer? Can IT software complete this task or improve the process? Can task be outsourced? Cost V Benefit. Can the customer complete the task? Or part of it?	