26 March 2020

CITB
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Dear ████████

Freedom of Information Request: 462019

Thank you for contacting CITB requesting information under the Freedom of Information Act (FOIA). Your email, dated 27 February 2020, asked for the following information:

1. A list of project and programmes (Business Change / Transformation/ Digital/ Data/Technology).

2. A List of the key deliverables/outputs for all project and Programmes (Business Change / Transformation/ Digital/ Data/Technology).

3. A List of SROs for project and programmes (Business Change / Transformation/ Digital/ Data/Technology).

4. The timelines and stage of delivery (Project stage) for all project and programme (Business Change / Transformation/ Digital/ Data/Technology), including delivery status.

5. Current Organisation charts / Organograms for IT, Change & Transformation, Operations and digital data and technology Teams

My response is as follows:

1. The Change Portfolio Plan (see separate attachment called "Change Portfolio Plan 462019 Response"), includes a list of the project and programmes;

2. The Change Portfolio Plan also includes the key deliverables/outputs for all project and Programmes (further key deliverables documented as a spreadsheet extract below);

3. The Individual's personal names who act as SRO's have been redacted from the Change Portfolio Plan. This is due to the CITB policy to share personal data about executive level employees only;

4. The timelines and stage of delivery for all project and programme are included within the Change Portfolio Plan;

5. The CT Structure Review (see separate attachment called "CT Structure Review 462019 Response") has the information requested. CITB outsource a number of core operations to an Enabling Partner with whom we have a long-term service contract. These include Business Improvement and IT departments, therefore CITB fulfils an assurance project management role due to commissioning the Enabling Partner to deliver projects, that is why the details within the plan are not as detailed as would normally be the case.

Project	Deliverables
Training Model 2:	Resolve System Issues (inc Data Feeds) Work Processes and Work Instructions Communications and engagement Organisations: Standards: Coverage: Reporting and Performance Management: ATO management Product Improvements APIs Grant Payments User Experience Security Model Employers
EP Transformation Movement of Works	Enabler for site closures Bircham Newton Enables efficiencies and improvements for Levy and Grants service by locating in SSCL COE Enables Lower service cost (part of contracted and billed lower cost service)
EP Transformation MyLearning	Migrate necessary data from the legacy iLearn LMS • Build system reports as they are configured in the legacy iLearn LMS • Configure user access permissions as in the legacy iLearn LMS • Develop a process to update user profile data from SOP staff records ('HR Import') • Decommission the legacy iLearn LMS • New site URL to replace to legacy https://cskills.learningpool.com - this could either be a subdomain of citb.co.uk (e.g. learn.citib.co.uk) or a dedicated domain (e.g. citblearning.co.uk) – note these are illustrative examples only. • Customise the system look and feel (theme) to satisfy CITB brand guidelines, and also to deliver a user experience similar to the look and feel of the myLearning site that was previously presented to CITB. • Design and build a new site home page which fits the new site theme. • Configure Google Analytics to enable SSCL to monitor site usage patterns, and potentially report on this to CITB in the future if requested as an additional service. • Merge the existing CITB 'Onboarding Portal' with the new myLearning platform, including:

Project	Deliverables
	o Users to have access to different system areas and learning content depending on whether they are an 'Onboarding Portal' user or a 'myLearning' user. o Develop a process for changing a user's 'Onboarding Portal' account into a 'myLearning' account at the point of starting their employment with CITB. o Allow learning records to be maintained between the 'Onboarding Portal' and 'myLearning' account. (This enables pre-joiners to complete onboarding learning ahead of their start date, if appropriate.) • Complete a 3rd party IT Health Check (ITHC) for the new platform. • Creation of basic end-user training/overview guidance video
Performance Hub	The first phase of the Management Information project will review the Corporate Performance measures to ensure that they are objective, to allow for automation. Implementation of a more automated, and functional technology solution to display those measures and allow for more detailed analysis of them
Implementing and Embedding Lean	• Facilitate discussions across the business on what needs to be done to improve performance and how this should be done • Drive improvements - Scope out, plan and allocate additional resources to deliver a prioritised list of activities to completion • Track benefits – Development of a qualitative and quantitative baseline against which improvements are measures • Build capability – coach, mentor and develop colleagues to spot improvement opportunities, scope and action them locally. Also, to support Leadership's understanding of the levers they have to improve the business • Sustain results – ongoing support and guidance to the business so that improvements 'stick,' qualitative and quantitative benefits are realised
Windows 2009 Server	Outline the tangible impact the intervention will deliver • Supported and protected infrastructure with reduced support costs • Agile systems able to support the business reporting and information needs.
Windows 2010 Upgrade	Safe and secure systems able to withstand cyber-attacks and ensuring safety of corporate data A platform to be able to fully utilise the integration that Office 365 delivers

Project	Deliverables
Apprenticeships Reform	• To make it as easy as possible for construction employers to take on apprentices • To support apprentices to deal with the practical challenges of an apprenticeship • To work with apprenticeship providers to help them develop high quality apprenticeships • To gather real time live data and intelligence from apprentices, employers and providers

If you are unhappy with this response, or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied, then you may apply for an independent internal review by contacting Adrian Beckingham, Corporate Performance Director, CITB, Sand Martin House, Bittern Way, Peterborough, PB2 8TY or email adrian.beckingham@citb.co.uk.

If you remain unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Further details of the role and powers of the Information Commissioner can be found on the Commissioners website: https://ico.org.uk/

Yours sincerely

Jonathan Francis
Information Risk & Data Governance Manager