

SCHEDULE 11**Key Personnel**

The Key Personnel shall comprise the following:

Role	Description	Period required	Proportion of time required
Development Manager	Responsible for managing and overseeing the development of the Service Systems.	Implementation	Full time
Test Manager	Responsible for managing and overseeing all Testing activities.	Implementation (Apr 08 – Oct 09)	Full time
IT Operations Lead	Responsible for overseeing the operation of the deployed solution and managing the support team.	Term of the Agreement	Full time
Lead Solution Architect	Responsible for ensuring that the end to end technical solution meets business need and future plans.	Term of the Agreement	Full time
Designer (Design Authority Team contains architects and developers led by Lead Solution Architect)	Responsible for the solution design and ensuring that the implementation is conformant with the design.	Implementation	Full time
Security Manager	Responsible for enforcing the Security Policy and all other security requirements across all Service Elements.	Term of the Agreement	Full time
Change Manager	Responsible for ensuring that all changes (including IT Changes) are assessed, approved, implemented and reviewed in a controlled manner.	Term of the Agreement	Full time
Release Manager (In Operations, this role will be done by team members under the IT Operations Lead)	Responsible for ensuring that the Software Release management process delivers, distributes and tracks changes in a Software Release into the live environment	Term of the Agreement	Full time
Configuration Manager (In Operations, this	Responsible for defining and controlling the components of the Service and maintaining	Term of the Agreement	Full time

role will be done by team members under the IT Operations Lead)	accurate configuration information.		
Incident Resolution & Problem Manager (Operational Service Manager)	Responsible for restoring agreed service to the Business and responding to service requests; for minimizing disruption to the Business by proactive identification and analysis of the cause of incidents and by managing problems to closure.	Operations (from go-live Nov 2009)	Full time
Business Continuity Manager	Responsible for developing, implementing and testing the Business Continuity Plan.	This will be a responsibility of the Business and Enforcement Operations Services Leads. They will appoint on the Supervisors to develop and oversee testing of the Business Continuity Plan, twice a year.	
Contract Manager	Has prime responsibility for the Service Provider's provision of the Services, the management of the Agreement and for presenting, reviewing and authorising Changes under the Change Control Request Procedure.	Term of the Agreement	Implementation Jan 08 – Jan 09 (Full time) Feb – Oct 09 (Half time) Operate (Full time)
Operations Manager (in Operate elements of this role are done by the Project Executive and Business and Enforcement Services Leads)	Responsible for the overall operational infrastructure and overseeing the daily operations of the Business & Enforcement Operations service of the Service Provider's provision of the Services	Term of the Agreement	Full time
Financial Manager (merged with Contract Manager role in Implementation)	Responsible for ensuring that all financial transactions are processed and reported upon in accordance with the SoR and for keeping TfL informed of any relevant issues as they arise.	Implementation (merged with Contract Manager role) Operate	Jan 08 – Oct 09 – part of Contract Manager's role Operate (Full time)

<p>Programme Board Members</p>	<ul style="list-style-type: none"> ▪ Represent the interests of its organisation and/or business function in the programme ▪ Clear in their support of the programme and the programmes objectives and ensure that their relevant organisation and/or business function supports the programme ▪ Assist and support the Sponsor in all matters relating to issue or risk resolution ▪ Demonstrate commitment and direct involvement ▪ Provide investment decision and top-level endorsement of the rationale and objectives for the programme ▪ Escalate, when necessary, any exceptions that add unacceptable risk to the interests of their organisation and/or business function to the Sponsor or identify a higher authority when mitigation plans or resolution is not acceptable 	<p>Term of the Agreement</p>	
<p>Programme Manager (Project Executive)</p>	<ul style="list-style-type: none"> ▪ Manage the delivery management community ▪ Ensure continued compliance to programme governance and methodology ▪ Manage programme directors' expectations via timely escalation of programme exceptions ▪ Support and guide all programme team members ▪ Own the programme review mechanism ▪ Manage an intricate programme level plan and dependency matrix ▪ Be a focal point for 	<p>Term of the Agreement</p>	<p>Full time</p>

	<p>escalation of all risks and issues outside the delivery management authorisation levels</p> <ul style="list-style-type: none"> ▪ Ensure the introduction of all change into the programme in a structured manner 		
Key Sub-Contract Manager	Responsible for managing individual Sub-Contractors, ensuring that the productivity and SLAs are adhered to and issues arising are communicated to TfL.	Implementation Operate (part of Contracts Manager role)	Jan 08 – Jan 09 (Full time) Feb 09 – Oct 09 (Half time) Operate (Full time)
Business Operations Services Lead	Responsible for overall management of the Business Operations Service, including contact centre performance, process improvement, change management and communication with TfL.	Term of the Agreement	Full time
Enforcement Services Lead	Responsible for overall management of the Enforcement Operations Service, including contact centre performance, process improvement, change management and communication with TfL.	Term of the Agreement	Full time
Commercial Manager	Responsible for managing the commercial aspect of the Service Provider's provision of the service, ensuring that the service is operated in line with the contractual PIs and SLAs.	Term of the Agreement	Jan – Apr 08 (Full time) May 08 – Oct 09 (1 day per week) Operate (Full time)
Contact Centre Managers	Responsible for ensuring all components of the contact centres perform to expected levels of productivity and quality.	This will be a responsibility of the Business and Enforcement Operations Services Leads. The Business Operations Services Lead will be the Contact Centre Manager for Site A, the Enforcement Operations Services Lead, Site B.	
Relationship Managers	Responsible for managing the overall relationship between TfL and the Service Provider in communicating events &	This will be the joint responsibility of the Programme Board Members and the Project Executives.	

	incidents and investigating & managing disputes.		
IT Change Manager (IT Operations Lead team member + process Change Manager in PMO or Commercial Group)	Responsible for ensuring that all IT changes are assessed, approved, implemented and reviewed in a controlled manner.	Term of the Agreement	Full time