



The Royal Parks

The project to implement TRIM within the Royal Parks began in late June of 2004 with a Project Kick Off Meeting. The scope was agreed and a Project Plan written. The late start date meant that the project had to follow a rapid implementation plan in order to meet the end of year deadlines around FOI compliance.

Audata has a track record of quick and effective implementations of ERMS using the PRINCE 2 project management methodology and its in-house systems development model. This is based on ISO 15 489, but includes quality activities at every stage so that defects are identified as close to their source as possible, thereby reducing the time and associated costs to correct them later in the project's lifecycle.

Three workshops were held with a wide selection of Parks staff in attendance, including Park Managers, Office Managers, groundsmen and administrative staff, to ensure that all of the varied functions of the Parks were represented.

This was important as the classification scheme built follows the FAT model (Function, Activity and Transaction).

Once the system configuration had been drafted and reviewed, it was built into a training instance of the system. The project team took the view that further iterations of review would be useful but that the quickest way to do this would be to actually let people loose on the system, and that training would be the best way to do this.

At the start of every training session, time was given to explaining why an ERMS was being implemented and a discussion held on the benefits of using an ERMS. This change management strategy was able to reinforce messages previously communicated in meetings and the project newsletters.

Desk side support was conducted twice, the first time as close as possible to the training session, the second time a couple of weeks later to provide reinforcement.

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