

Project Support Office SLA

A) Date and version history

Version	Date
Project Support Office Service Level Agreement version 0.1 First draft of the agreement prior to pilot	2 August 2010
Project Support Office Service Level Agreement version 0.2 Amends from the BSB	24 August 2010
Project Support Office Service Level Agreement version 0.3 Amended following discussion with BSB and PSM	10 September 2010
Project Support Office Service Level Agreement version 0.4 Final amendments	21 September 2010

B) Parties Involved and Lead Officers

Service Provider	Lead Officer
Project Support Office (PSO)	Cordelia Lean Project Support Manager (PSM)

Service Users	Lead Officers
All staff members of the Bar Standards Board	Mandie Lavin, Director

C) Overview of the agreement

How this agreement will meet the businesses needs
The Project Support Office (PSO) was created to support staff in all departments who are running projects. The office will ensure that projects are run in accordance with PRINCE2 methodology and will specifically focus on ensuring that a strong business case is in place before a project is started. The level of support will be determined by the complexity of the project which can be measured using the project Scorecard (see project support documentation). Highly complex and lengthy projects will be fully supported by the Project Support Office. The Project Support Office will assist with smaller, less important projects and will agree with the BSB how much support is required.

D) Requirements

What is required by the service user
<ul style="list-style-type: none">• That the Project Support Office will provide the service described although the service users accept that on occasions it may become necessary to re-prioritise a planned schedule to deal with unexpected demands.• That the Office will provide an efficient and prompt response (see Section H) to requests whilst keeping managers and staff informed of progress.• The Office will provide a comprehensive project support service, based on Prince2 methodology, for any member of staff managing a small project. This will include assisting with:

- writing business cases and setting quality expectations
 - writing project briefs, initiation documents and plans
 - assessing project risks and dependencies
 - setting project budgets and tolerances
 - defining project roles.
- The office will normally project manage large and/or cross cutting projects in line with Prince2 methodology. The project scorecard, annex 1 of the project management guidance, aims to assist staff in determining the 'size/complexity' of the project and what level of support they need. Highly complex and lengthy projects will be fully supported by the Project Support Office. The Project Support Office will assist with smaller, less important projects and will agree with the BSB how much support is required.
 - The office will maintain a thorough understanding of all elements of the Bar Council project portfolio to enable an effective and informed first point of contact to all internal and external stakeholders.

What is required by the service provider
<ul style="list-style-type: none"> ● In order for the Project Support Office to provide a good level of service, BSB staff must keep the Project Support Manager informed about new and ongoing projects that they are involved with. ● The Project Board and/or Project Manager, with support from the PSO, is responsible for appointing staff/committee members to the appropriate project roles as set out in the Project Management Guidelines. ● All members of staff involved in the running of a project must follow the Project Management Guidelines which form part of the Staff Instructions.

E) Length of agreement and review date

Length of Agreement	Review Date
This SLA will be reviewed annually	31 August 2011
There will be a 3 month review of the additional arrangements in the SLA, carried out by the service provider and the service users	3 month review to be carried out in January 2011

F) Specifications

Level of Service	Target
Project overview report (which will include deadlines) to be presented to the quarterly SLA meeting	Report presented on a quarterly basis

G) Quality

Level of Service	Target
An overview of the provision of advice, which will note both good examples as well as areas where there may be concerns, will be reported to the quarterly SLA meetings.	Report from the BSB will be presented to the quarterly SLA meeting

H) Timing

Requests for service	Time frame
Staff should contact the Project Support Office as and when the need arises. A response will be provided or meeting set up within five days of this contact.	Minimum 5 working days notice

I) Availability of Service

When can you contact us	Hours
During normal office hours	9.00am – 17.00pm Monday to Friday
Before or after hours attendance at meetings	8.00am – 20.00pm Monday to Friday
In exceptional circumstances, such as when nearing a deadline on a business critical project, support can be provided outside of office hours. This must be arranged with the Project Support Manager in advance.	Weekends and Bank Holidays

J) Performance monitoring and reporting

Measures	Reported to
The measures detailed in F) G) and H) will be monitored through overview reports that detail the quality and timeliness of advice; the reports will note both good examples as well as areas where there may be concern.	Will be presented by both the PSM and the BSB to the Quarterly SLA Meetings

K) Dispute resolution

First Steps	Responsibility
The Project Support Manager and the Service Users should initially attempt to resolve any disputes as to whether the SLA has been adhered to (targets and requirements met/not met). This may include reviewing the content of the SLA. Where issues around prioritisation occur, these must be raised with the Directors	PSM / Service users

Second Steps	Responsibility
If the issues cannot be resolved locally, then they should be raised with either of the Directors. Non-compliance with the SLA should be discussed with the reasons why targets or requirements cannot, or have not, been met. Resolution or remedial action should be investigated and then agreed by both Directors.	Director of Central Services, BSB Director

Third Steps	Responsibility
The Directors can refer SLA issues to the Chairs Committee if the prioritisation of services or independence of the regulatory functions are, or may become, compromised. The Committee may decide that the BSB should explore other avenues, possibly external sources, for service provision.	Chair of the Chairs Committee

L) Signatures

Name and Job Title	Signature and Date
Cordelia Lean Project Support Manager	10 September 2010
Oliver Delany Director - Central Services	
Mandie Lavin Director - BSB	