Capita

Early Years – Self Update Provider Portal (SUPP)– Implementation Package

Professional Services

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Contents

Introduction

This document outlines Capita's standard approach for the implementation of Self Update Provider Portal (SUPP) module within the Provider Portal for both the Local Authority and Service Provider.

The SUPP module implementation replaces your existing Service and Census collection processes. Streamlining them into a single secure electronic collection. Updating your One Early Years services and providing current and accurate data that can be used for your Family Information Service and Census upload.

Benefits

The SUPP module allows providers, with permission, to check their own service details currently recorded in your Local Authority One v4 Database. Providers can make changes and submit them. At the Local Authority end, the Early Years Team can easily identify and view the providers that have made changes and approve or reject them.

The Local Authority no longer needs to request providers to complete paperwork or to have to contact the Local Authority with any changes, for the Early Years Team to manually update.

During the Spring Census the Local Authority opens the portal for Census collection. Providers can submit the details for the LA to use in the Early Years upload to Collect.

Improving the speed and quality of change flow and keeping Providers Service details as current and accurate as can be provided.
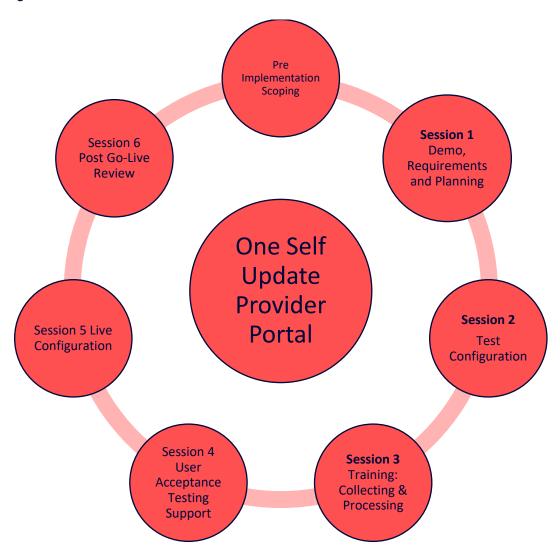
Prerequisites

Your Capita Project manager will discuss the prerequisites for this project in detail with you at the outset.

- It is recommended that Test is a recent copy of Live

- Use of the Capita One Early Years module is required for collection of Service Data

- If not already in use the Provider Portal will be installed as part of this project

Service Overview

Capita will assist in the successful implementation of the Early Years Self Update Portal by providing the following:

Capita believe in a strong emphasis on a proactive partnership with the customer. The Capita Project Coordinator will work closely with the customer's appointed Project Lead throughout the project to achieve this. The Capita Project Coordinator is the coordinating Capita staff member assigned to the project and is therefore able to respond authoritatively to the needs of the project and will actively and continually monitor progress on all risks, issues, actions, and decision in order to ensure successful delivery.

Service Details

The following sections provide the detailed tasks that Capita will complete in order to successfully implement the One Self Update Provider Portal.

Prerequisite: Pre-Implementation Scoping

Objectives	• You will work with a Capita Knowledge Specialist to discuss your One Self Update Provider Portal implementation needs. This will identify any extra sessions or further requirements necessary for providing an accurate sales brief.
Audience	• One coordinator • Key Early Years / FIS stakeholders • Capita Account Manager • Capita Knowledge Specialist • It is recommended that LA's have a representative from any 3rd party IT and network providers available if required to support the implementation.
Standard Agenda	• Identify areas of variation from this standard One Self Update Portal Work Package • Discuss all functionality that a new customer requires as part of the Self Update module implementation • Please discuss any data migration needs with us in addition to the module implementation. E.g. Historic Services
Outcomes	• Local Authority and Capita Knowledge Specialist / Account Manager have comprehensive knowledge of the Early Years Implementation requirements.

Session 1: Demo, Requirements and Planning

Key Prerequisites (full list provided in RAID log)	• (Optional but recommended) - Access to a recently refreshed TEST instance of One
Objectives	• Plan for the implementation of the One Self Update Provider Portal • Plan and request the technical work required to configure the Self Update Provider Portal in Live and Test • Establish the current use of Early Years within the Local Authority • Overview of Portal functionality
Audience	• One Coordinator • Early Years / FIS Team • Internal I.T. Support Team • Capita Knowledge Specialist • It is recommended that LA's have a representative from any 3rd party IT and network providers available if required to support the implementation
Standard Agenda	• Current usage of Early Years Services, reviewing all areas used • Demonstration of the Self Update Provider Portal functionality (Administrator) • Demonstration of Service Collection functionality (User) • Demonstration of the Provider Data Contention functionality • Confirmation of local service objectives for Early Years / Provider Services Teams • Establish project plan
Outcomes	• Capture key business processes in order to make recommendations for implementation approach • Produce a project plan to consider upgrades and key dates

	• Following the WebEx session, the Knowledge Specialist will compile a document to summarise the findings of the session and suggested implementation approach for the Self Update Provider Portal. • Provider documentation will also be made available that can be edited to suit your requirements and processes, supporting your training of the Service Providers.

Session 2: SUPP TEST Configuration

Key Prerequisites (full list provided in RAID log)	• Provide access to a recently refreshed Test instance of One • System Administration access rights to One • URL for Test Provider Portal
Objectives	• Setup and establish the Test environment for training users • Capture the necessary portal setup required for the live system • Refine the business process requirements
Audience	• One Coordinator • Early Years / FIS Team Lead accessible by email or phone • Internal I.T. Support Team • Capita Knowledge Specialist • It is recommended that LA's have a representative from any 3rd party IT and network providers available if required to support the implementation
Standard Agenda	• Setting up pilot users, map to people, user groups and permissions for Self Update Provider Portal Admin, Portal Users • Configuration of One Self Update Provider Portal in Test • Messages, Title Headers, Images, Portal Content • Setup for Early Years Services • Census Collection
Outcomes	• Test System is ready for Training / User Acceptance Testing (UAT) • Key module setup is captured and documented • New Business Processes are defined

Session 3: Training: Collecting & Processing

Key Prerequisites (full list provided in RAID log)	• System Administration access rights to One • Training accounts for all delegates
Objectives	• EY SUPP Team to understand the efficient use of maintaining data in One EY and how this links with SUPP • EY SUPP Team to understand the Provider usage of One SUPP module • EY SUPP Team to understand the SUPP data conflict management.
Audience	• EY SUPP Team • Capita Knowledge Specialist

Standard Agenda	• One SUPP module
	
	   • Features
	   • Security
	   • Site Logo
	   • Customising Portal Text
	   • Home Page Help
	
	• Providers
	
	   • Updating and Adding Portal access
	   • Monitoring Progress
	   • Rejection and Acceptance
	   • Supporting Service Providers
	
	• Loading of Data
	
	   • Review status of submissions
	
	• Data Conflict Console for Accepting and Processing Data

Outcomes	• EY SUPP Team understand how to manage their data • Testers have enough knowledge to be able to carry out User Acceptance Testing

Session 4: User Acceptance Testing Support

Key Prerequisites (full list provided in RAID log)	• UAT has been carried out in the LA and any Testing feedback has been provided to the Project Manager prior to this session • System Administration access rights to One
Objectives	• Knowledge Specialist to provide advice and guidance on issues arising during testing
Audience	• One Coordinator • EY / FIS Testing Lead • Capita Knowledge Specialist
Outcomes	• All issues arising from testing known and prioritised • Majority of issues resolved by Knowledge Specialist • Service Desk calls logged where required • After the session Project Manager will provide feedback on any issues raised

Session 5: One SUPP LIVE Configuration

Key Prerequisites (full list provided in RAID log)	• Provide access to a LIVE instance of One • System Administration access rights to One
Objectives	• Setup and establish the Live environment • Refine the business process requirements
Audience	• One Coordinator • Early Years / FIS Team Lead accessible by email or phone • Internal I.T. Support Team • Capita Knowledge Specialist

Standard Agenda	• Setting up user groups and permissions for One SUPP Admin and Portal Users
	
	• Configuration of One Self Update Provider Portal in Live
	
	    • Messages
	    • Title Headers
	    • Portal Content
	
	• Setup for Early Years Services

Outcomes	• Test System is ready for Go-Live

Session 6: Post Go-Live Review

Key Prerequisites (full list provided in RAID log)	• System Administration access rights to ONE • LA has implemented the EY SUPP Module (across all providers or as a pilot)
Objectives	• Review the Live implementation and provide advice / guidance where required
Audience	• One Coordinator • Early Years / FIS Team Lead • Capita Knowledge Specialist
Outcomes	• Live implementation is fully operational and ready to sign-off

Additional Service Options

Additional Elements (as required)	Sessions required	Resource Required
Creation of Management Information Reports to support the One SUPP Module Reporting requirements can be documented during the project. If support is required to produce these reports this work can be estimated and costs provided based on the exact requirements of the LA. Please discuss your requirements with your Account Manager **Benefits** Reports can be produced to display any information recorded in the One database, this information can be used to provide information to providers, check data quality which in return can be used to inform training **Cost:** Subject to Scoping	TBC	Professional Services
Refresher Training / New User Training Training on any/all of the Early Years Suite of products: • Early Years Back-Office • Portal Back-Office • Two-Year-Old Funding Portal • Self-Update Portal • Headcount Portal • Better Start Portal Delivery of training will be based on your exact requirements, and can be hands on, chalk-and-talk as required. Please discuss your requirements with your Account Manager **Benefits** New starters can be trained to a high standard, existing users can gain better perspective on the existing Early Years functionality, often in areas that are overlooked or if used correctly make processes smoother. **Cost**: Subject to Scoping	TBC	Professional Services

Additional Elements (as required)	Sessions required	Resource Required
Ask the Expert Sessions If you need adhoc support for the Capita One Early Years suite of modules that you do not consider warrants a full training session, then one of our Ask the Expert sessions may be a better way of providing this support. A Knowledge Specialist will work with you remotely to answer questions / demonstrate requested functionality. **Cost:** Subject to Scoping	TBC	Professional Services