














Business Plan template

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| Business Area: | Directorate / Division / Team | Owner: | Director / Team leader |
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| 'what' and 'who' | | 'why' | | | 'what if' | 'when' | 'done' | 'so what' |
|------------------|---|--|--|---|---|---|--|---|
| Ref | Title & Description (inc. owner) | Strategic Objective | Corporate Priority / Capability Building | Objective for 2018/19 | Risks / Opportunities / Dependencies | Key Milestones (inc. date and owner) | Progress | Performance measures |
| # | Title... Description... (owner...) | <i>delete as applicable</i>     | <i>delete as applicable</i> <ul style="list-style-type: none"> Doing the day job exceptionally well or supporting <ul style="list-style-type: none"> EU Exit Regulating Our Future Surveillance Programme Becoming a Data-Driven Organisation and Delivering a digital FSA Implementing the People Strategy Our Ways of Working/Connecting | To do... <ul style="list-style-type: none"> ### etc | Failure to... / Chance of... / Dependent on... (Refer to Dir. Risk Register - Risks #) | 1. ### (DD-MMM-YY) 2. ### 3. ### 4. etc | 1. ### 2. ### 3. ### 4. Etc (update this column throughout the year to capture and monitor progress made suggest using RAGs) | The benefits / outcomes are... (Include link to any relevant Performance / Benefits dashboard) |
| 1 | New food.gov |  | Becoming a Data-Driven Organisation and Delivering a digital FSA | Launch into live and add additional services based on user needs | Depends on delivery of new data services and having the resource and expertise to deliver these | Development and launch of beta/live for: <ul style="list-style-type: none"> a. Food hygiene ratings front end service b. Business guidance Development of content strategy Updated pattern library for new site. Content editor training Retirement of current food.gov.uk | | New food.gov.uk will transform the way we deliver services online. <ul style="list-style-type: none"> a. The global website will be easier to navigate, find and share information. b. The development of the business guidance service will better support businesses to comply and is the starting point for digital services work on Regulating our Future. c. Contact us will reduce the current burden of wasted man-hours on handling external queries. It aims to address all standard cases while the user is online, or will direct them to the appropriate third party body – meaning that only queries that need FSA staff involvement will come into the Agency. It will consolidate the current |

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| | | | | | | | | <p>separate services – report a food incident, report a food crime, report a food problem, contact us, contact a local authority.</p> <p>d. Food and allergy alerts will not only provide a better service to consumers and businesses, but will also reduce some of the manual steps in issuing and publishing food alerts.</p> <p>In developing the new food.gov.uk, we will update the pattern library. This is an online style guide that all developers working on new digital/tech services will be able to reference – saving us time and money on UI/UX design work.</p> <p>A new approach to how content is updated, approved, and published will reduce internal time spent.</p> <p>Digital services will report on set GDS performance KPIs from alpha</p> |
| 2 | Data for external digital services |   | <p>Becoming a Data-Driven Organisation and Delivering a digital FSA</p> <p>Doing the day job exceptionally well</p> | Develop a framework for delivery of new APIs and prioritisation principles | <p>Engagement with policy / operational delivery teams with responsibility in the area</p> <p>Funding</p> | <p>Workshop with stakeholders and develop a plan Q1 with implementation Q2</p> <p>Q1 and Q2 – blockchain for red meat and evaluations</p> <p>Q2 RDM data service</p> | | <p>Ensures better provision of accurate and up-to-date information</p> <p>Meat work will reduce reliance on internal systems and provide opportunities for FBOs to innovate – ultimately reducing the need for repeat data entry and facilitating the provision of meaningful information across the meat supply chain</p> |

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| 3 | Supporting ROF |  | Regulating Our Future | Delivery of the technical solution. Providing digital and data support to the programme | Engaging with the RoF team to understand the user needs and priorities. | Q1 – recruitment of a new data scientist to provide full time support to the programme. Q1 – handover responsibility of the technology delivery to ODD. Q1 – produce prioritised plan for delivery. | | That there is someone in the Agency who understands the full scope of the work being undertaken by contractors and can operationalise this post programme |
| 4 | Continuous improvement of IT services |  | Our Ways of Working/Connecting Doing the day job exceptionally well | Provision of IT services that supports the business, iterating and building on user needs | The scope of the iterative improvements will not be known until the completion of the initial Enterprise Architecture Review. | Q1 – Conduct Enterprise Architecture review of existing FSA Application and Platform estate. The output of this review will inform the plan of activities for Q2 onwards. Q1 – Deliver of Plant IT Refresh to upgrade the hardware in plants and the Citrix solution that supports Operations Application provision. | | Opportunities to improve IT Service leveraging existing investment are clearly identified, delivered and embedded. |
| 5 | Information Governance |  | Doing the day job exceptionally well | Ensure that the organisation is GDPR compliant in advance of the implementation date (25 th May); consider how caselaw impacts our policies and processes | Fines for non-compliance will be significant in addition to the reputational damage of the first government organisation | Q1 – Formal Assessment of GDPR compliance for all data services. | | |
| 6. | Communications and engagement |   | Doing the day job exceptionally well Regulating Our Future EU Exit | A comms and engagement plan to support delivery of FSA priorities. Define, develop and deliver a new comms “offer” | Organisational expectations; lack of intelligent client/provider relationship; lack of prioritisation; lack of corporate planning Opportunities presented by new tech | Q1 Comms plan agreed Q1 Comms operating model changes in place | | To be defined and decided by end of Q1 |
| 7. | Internal data and digital |  | Our Ways of Working / Connecting Doing the Day Job Exceptionally Well Becoming a Data-Driven Organisation and Delivering a digital FSA | Provision of digital and data services that support the business, iterating and building on user needs | The Agency fails to benefit from new tech and ways of working. | Q1 Deployment of learning and development activity to support business development Q2 Digital Workplace go live to all staff Q3 Road map of digital and data services Q3 – data storytelling workshop for staff Q4 Review and plan | | |