

ACTION TIMELINE

	<i>June</i>	<i>Jul</i>	<i>Aug</i>	<i>Sept</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>
<i>Tackle Backlog</i>	→	→					
<i>Utilising Resilience Support provided by SERCO</i>	→	→	→	→			
<i>Restrictions on incoming calls</i>	→	→					
<i>Migrate TRDC system to Windows Platform</i>	→	→					
<i>Prepare Watford CSC scripts</i>	→						
<i>Train R&B staff on combined system</i>				→	→		
<i>Train CSC staff on combined system</i>				→	→		
<i>Resolve telephone problems</i>	→	→					