

UNDERSTANDING GOVERNMENT CONNECTIVITY FACILITATION PLAN

Overview & Aim

A workshop has been arranged to provide an opportunity for the study team to brief the key stakeholders on the work undertaken to date, and the themes and issues currently identified by the team. It also aims to facilitate discussion and decisions regarding the validity of these identified themes, and their relative priority for further assessment.

Preparation required

1. Email calling note to attendees (by 28 September)
2. Develop facilitation plan
3. Produce power-point presentation to accompany the workshop (including 'Themes Map')
4. Confirm plan and presentation with TLs (09 October)
5. Confirm plan and presentation with GL (15 October)
6. Specify the facilitators:-
 - a. Lead Facilitator: SLP
 - b. Secondary Facilitators: JLBE(also Chair / presenter), CJ (also presenter) and WG (Notetaker).
7. Prepare materials:
(Check whether hosts can provide any of these or whether we need to bring them)
 - a. Sticky flip chart paper + chart
 - b. Flip chart pens
 - c. A0 paper x 3 sheets
 - d. Slides, laptop, power supply
 - e. Projector, extension cable
 - f. Sellotape/Blu-tak
 - g. Scoring sheets x 16
 - h. Scoring pens x 16
 - i. Copy of 'themes' map

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8. Check that the room will have 3 useable walls for group work

Workshop attendees

There will be approx 21 attendees, including TL, 3 study team members and the customer.

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Workshop structure

Timing	Lead	Content	Process	Materials
0930	All		<ul style="list-style-type: none"> • Set up room 	Laptop Projector
1000 (5 mins)	JLBE	Introduction, objectives, format of the session	<ul style="list-style-type: none"> • Presentation slide 	Laptop Projector
1005 (10 mins)	JLBE / CJ	Presentation - Activity Summary <ul style="list-style-type: none"> • What has been done so far? • Who have we talked to? • What are the limitations? • What have we done with the results? 	<ul style="list-style-type: none"> • Presentation of a couple of slides 	Laptop Projector
1015 (10 mins)	JLBE / CJ	Presentation - Themes and issues identified <ul style="list-style-type: none"> • What key themes and related issues can we draw out of the interviews? 	<ul style="list-style-type: none"> • Slide showing ‘themes map’ 	Laptop Projector
1025 (15 mins)	SLP	Facilitated session - Validation <ul style="list-style-type: none"> • Question: Do the themes and issues which we have identified correlate with the attendee’s view of the situation? To what extent? • Output: Completed scoring sheets ranking each theme. 	<ul style="list-style-type: none"> • Facilitator to ask attendees to rank each theme on a 1-5 scale to indicate to what extent they believe the theme to have a significant impact on communication capability. • Attendees may add additional themes if they feel that key issues are not captured by those selected by the study team. 	Scoring sheets (See Appendix A) Pens
1040 (10 mins)	SLP	Feedback <ul style="list-style-type: none"> • Question: Were any additional themes identified by the attendees? • Output: A definitive list of themes 	<ul style="list-style-type: none"> • Facilitator to ask attendees to put forward any additional themes that they have added to their scoring sheet. • To be captured on a flip chart providing the complete list of identified themes. 	Flip chart Pen

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Timing	Lead	Content	Process	Materials
1050 (10 mins)	SLP	Facilitated session – Prioritisation <ul style="list-style-type: none"> • Question: Which of the indentified themes do you think are most critical to improving communication? • Output: ‘Top three’ issues from each attendee 	<ul style="list-style-type: none"> • Facilitator to ask attendees to then select the three themes they believe to be most significant. 	Scoring sheets Pens
1100 (15 mins)	All	Break	<ul style="list-style-type: none"> • Team to collate scoring sheets and identify the top three themes across the group. • Top themes and associated issues to be drawn on A0 paper (one theme per sheet) and stuck on separate walls • Top themes to be written as a list on the Flip Chart 	A0 paper Flip chart pens Sellotape/Blu-tak Flip Chart
1115 (15 mins)	JLBE / CJ	Brief-back <ul style="list-style-type: none"> • What themes have the group identified as being most critical to improving communication? 	<ul style="list-style-type: none"> • Verbal briefing based on results of scoring sheets 	Flip chart list of top three themes (as above)
1130 (30 mins)	SLP (Plus JLBE / CJ / WG)	Facilitated session – Development of Themes <ul style="list-style-type: none"> • Question: With regards to the identified themes, what are the issues / drivers / reasons behind these issues? • Output: Force-field diagram showing barriers and enablers 	<ul style="list-style-type: none"> • Facilitator to split the group in to three syndicates. • Each syndicate to be assigned one of the ‘top three’ themes to discuss. • Syndicates to decide what issues / drivers / reasons sit behind these themes and to record these on the A0 paper in a force-field diagram • Each secondary facilitator to take one syndicate and facilitate the process. 	A0 paper with themes on (as above) Pens
1200 (45 mins)	SLP	Feedback <ul style="list-style-type: none"> • Output: A definitive ‘whole-group’ consensus on the various issues associated with each theme. 	<ul style="list-style-type: none"> • Each syndicate to talk through their diagram and the associated issues. • Following each syndicate presentation, the whole group to have 5-10 minutes to comment and add any additional issues to the diagram. 	A0 maps produced by syndicates Pens

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Timing	Lead	Content	Process	Materials
1245 (5 mins)	JLBE	Presentation – What Next? <ul style="list-style-type: none">• What we will do with the outputs from the workshop• Invitation to Workshop 2	<ul style="list-style-type: none">• Powerpoint slide	Laptop Projector
1250		Wrap-up & Thank You		
		Tidy up	Collect outputs from the session.	

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Appendix A: Scoring Sheet

Task 1

Please score the following themes according to the impact you feel they have on cross-Government communication capability, and explain briefly the rationale behind your score.

1 = No impact 2 = Little impact 3 = Moderate impact 4 = High impact 5 = Critical

Theme	Score					Rationale
	1	2	3	4	5	
Information Technology Compatibility						
Awareness of the CT Community						
Balance between legal requirements and policy						
Governance, ownership and co-ordination						
Cultural resistances						
Perceptions of Security						
Additional Themes (if necessary):						

Task 2

Please select three themes which you consider to be the most critical to good cross-Government communication capability and rank these in order of importance (1 = most important)

1).....

2).....

3).....