



*Benefits Realisation Template*

Description of the Benefit to be Achieved	Person Responsible for Realising the Benefit	Description of Current Situation / Performance of the Business Process	Current Cost/ Performance Measure of the Business Process	Target Cost/ Performance Measure after the Planned Change	Target Date for the Benefit to be Realised	Triggers or Events that will cause the Benefit to be Realised
Reduce the amount of paper used to distribute information to staff.	Chief Information Officer	All information to staff is distributed in hard copy.	2,000 reams of paper per year are used to distribute information to staff at a total of £11,000.	All information to staff is distributed on the Intranet and via email.	June 2004	Intranet and email systems deployed. All staff are trained in and have access to the Intranet and email systems. All information to staff is published on the Intranet and distributed via email.
Reduce the cost of processing sick leave forms.	Director, Corporate Services	Sick leave forms are generated and processed manually.	24,410 forms processed per year at a total cost of £317,800 (£13 per form).	ESS introduced processing costs to £0.73 per form.	January 2003	ESS System deployed. All staff are trained in and have access to the ESS System.
Satisfy an increasing demand for information without increasing costs.	Chief Information Officer	Requests for information taken by phone are sent by mail. Requests are also made in person over the counter. Demand is increasing by 10% per year.	100 items of information are requested per day (26,000 per year) and cost £5 per item to satisfy or £130,000 per year.	2,600 items of information accessed via the website in first year.	June 2003	Website established and documents published. Availability of website is advertised via 'phone-hold' message, and branch signage.

RSP – Results and Services Plan