

**Please provide a brief description of the Policy, Service or Function (and its aim) which is being assessed and who will benefit or be affected.**

The implementation of a Unified Messaging Platform (UMP) will provide all staff with an @dvsa.gov.uk email address & shared calendars. This is part of the department's ongoing merger programme of works.

The UMP will additionally install a version of Microsoft Outlook email client on all vehicles workstations and laptops (Subject to testing, this will be version 2010 or 2013, likely 2010). This will replace the email functionality of the existing Lotus Notes Email client. Notes applications will remain in use on Vehicles workstations and laptops. This project will not disable this functionality.

Members of staff who are currently using an Outlook email client (Drivers side) will face little to no impact due to the change.

Staff who are currently using Lotus Notes, however, will have to take some time to familiarise themselves with the new application. A program of training / guidance will be a key part of the project. To help us assess the levels of guidance and training required, a full training needs analysis programme will be ran.

A floor walking service will be available for the days immediately following a user's migration. Additionally an, Office 365 specific, help desk will be available during working hours Monday through Friday.

<b>Name of policy, service or function</b>	Unified Messaging Platform (UMP)
<b>Current or Proposed</b>	Current
<b>Branch/Person completing Initial screening</b>	David Reeves / Mike Hayhoe

**On the basis of the evidence available and considering the questions above, what level of impact if any is the delivery of this policy/service or function going to have on the different equality groups set out below.**

Protected Characteristic	Say if impact is low, medium, high, no impact, positive or negative impact						Reason and data/research used*	
	Positive			Negative				No Impact
	L	M	H	L	M	H		
<b>Age</b>							✓	As users are familiar with using email clients of some form we have no reason to expect any impact due to age.
<b>Disability</b>				✓				Impact is rated as low because, although existing disability aiding software in use across DVSA, is compatible with all changes being made. A user with, say, impaired vision, would need to learn the location of new menus introduced between notes and outlook clients.
<b>Gender</b>							✓	As users are familiar with using email clients of some form we have no reason to expect any impact due to gender.
<b>Gender reassignment</b>							✓	As users are familiar with using email clients of some form we have no reason



## FURTHER INFORMATION

**Who have you further consulted with and what further evidence do you have since the initial screening took place.**

There has been a conversation with the operational head of the Vehicle side – which uses Lotus Notes. He expressed little expectation that moving to Outlook would cause any sizable issues and that this could be mitigated against with training / guidance of users.

**What mitigating actions or adaptations to the policy/function or service have been considered?**

While early contact has been made between the project team and management, a more detailed appraisal will take place following the award of the UMP supplier. This will cover any changes to the delivery of the UMP in order to make it easier for users. This might include one-to-one support, if deemed necessary.

**What alternative measures or policies were considered and what action has been taken?**

None

**Final decision – What is the final decision in light of the evidence above?**

**Low** = little affect (and broadly the same) on all protected characteristics

That only an extremely small number of staff are likely to be negatively impacted by the introduction of a new version of Microsoft Outlook, or having a new email address.

**How is policy/function or service to be implemented and by when.**

This is an ongoing project. Expected completion date for all users to have the new email address is the first quarter of the next financial year (2015/2016).