Local Go-Live Support Team Description

Local Go-Live Support Team - Purpose

The Volunteer Experience transformation will mean change for many of our volunteers, local processes, and structures. This will lead to an increased number of questions from volunteers, and many of these will need a local answer.

The purpose of this temporary team is to field these questions, find a local solution wherever possible, and refer matters to UKHQ for the questions that require their support during the weeks before and after migration to the new team-based approach and digital system.

This temporary team will be needed for 6-8 weeks around go-live, for example 2 weeks before and 4-6 weeks after. Locally you might decide to extend this, but it is not intended as a business-as-usual team.

In addition, UKHQ will use this team as their contact point when they receive questions that need to be answered locally.

Local Go-Live Support Team - Purpose

The right structure will vary from County to County, so build this to best support your volunteers.

For example, you might consider:

- Incorporating this into pre-existing teams and support channels
- A central inbox for volunteers to send queries to
- Setting up WhatsApp/Facebook Groups
- Page(s) on the County/District website which signpost to support available

This could be supported locally by:

- Transformation team members
- Local volunteers involved in testing the digital system
- Digital champions in your area
- Volunteering Development Team Members

It will be useful to have people who know current local Scouts processes, and how those processes will work locally after the new digital system goes live.

Local Go-Live Support Team - Tasks

Tasks the team needs to undertake individually or collectively:

- Provide the first line of support for local volunteers to get advice to resolve 'how to' queries using knowledge to support both the local processes used by our volunteers, and questions about the new digital tools that support those local processes
- Signposting volunteers to pages on the Scout website or to the [Digital Skills Tool](#) and Digital Champions to provide support
- Enabling people to utilise the new digital systems and understand the changes in local processes
- Identifying issues that need referring to the Support Centre
- Receive and manage local referrals from the Support Centre

Example Questions

Local Scouting Changes

- Who do I talk to about how learning will work in future?
- How are we handling permit applications?
- How can I use accreditations locally?
- Are we using the new NAN process?

System Advice

- How do I login to the new system?
- How do I update my personal details?
- Some of my data was right on Compass but not on the new system
- Where do I find my learning or my awards on the new system?
- Who in my Group/District/County has the accreditation(s) that I am looking for?