

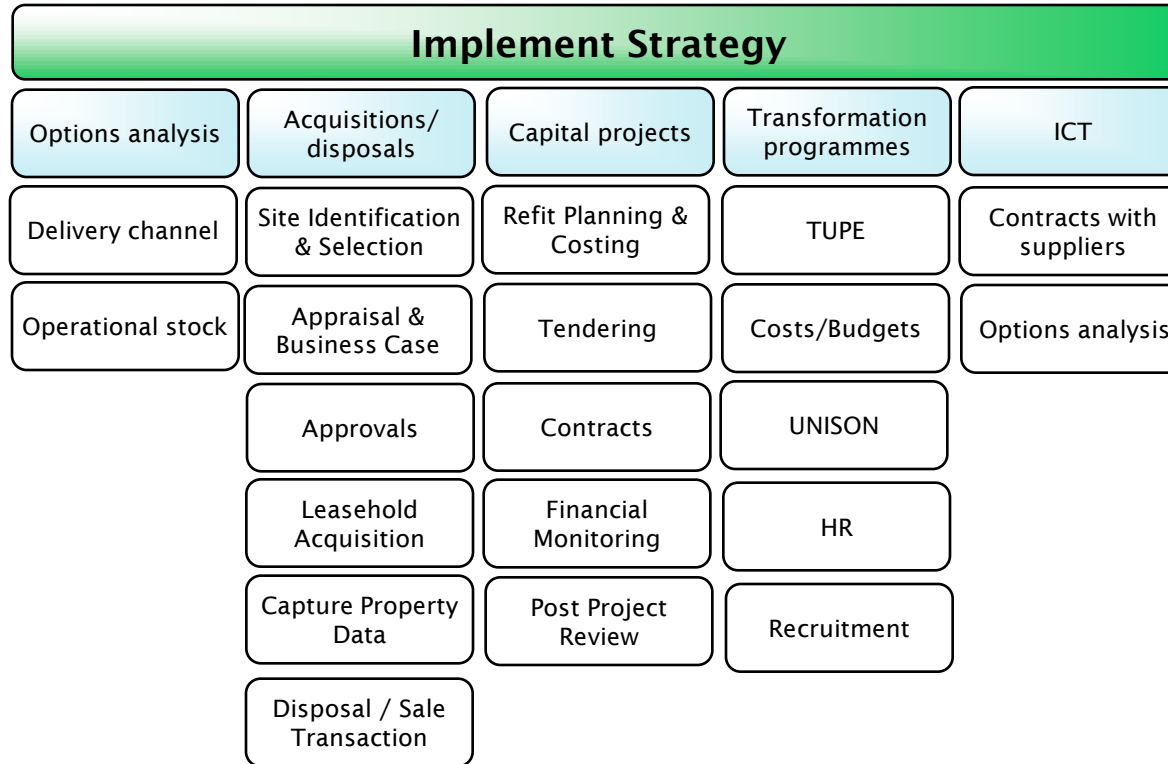
# RPM Top Level – Culture

Set Strategy	Implement Strategy	Deliver service	Business Support
Library strategy	Options Analysis	Manage staff	Supplier Contract Procurement
Arts/culture strategy	Acquisitions	Manage property	Budgeting & Forecasting
HR Strategy	Disposals	Facilities management	HCT Budgeting & Forecasting
ICT Strategy	Capital Projects	Property maintenance	Accounting & Tax
Communications Strategy	Transformation programmes		Management and statutory reporting
	ICT programmes		Legals & Compliance

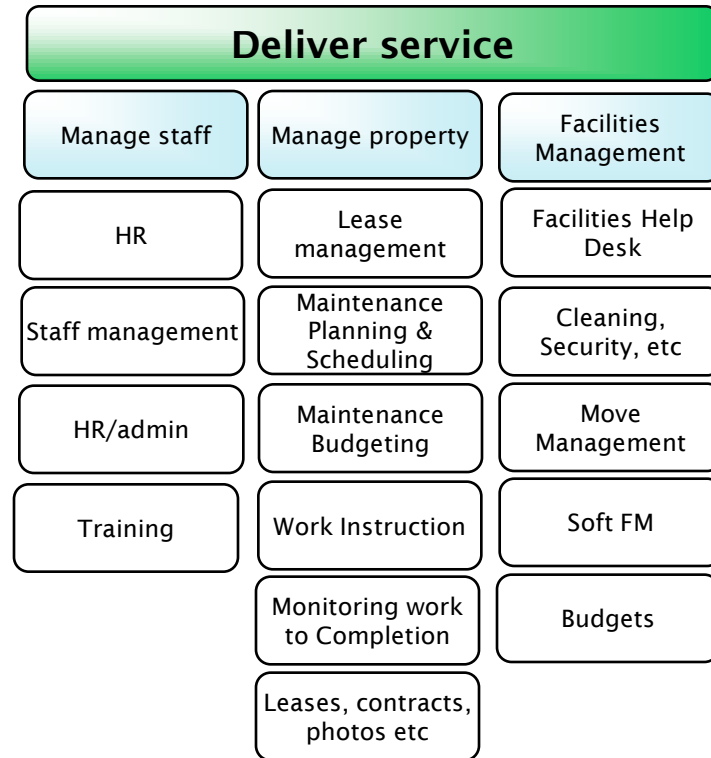
# RPM Level Two – Set Strategy

Set Strategy				
Library strategy	Arts/culture strategy	HR Strategy	ICT Strategy	Marketing and Communications Strategy
Monitor user trends	Monitor trends	TUPE	Review applications	Library service centre/helpdesk
Identification of Surplus Property	Identification of Surplus Property	Disputes/tribunals etc	Register of hardware/software	Website
Identification of New Operational Property	Identification of New Operational Property	Liaison with UNISON	Management of IT provision	Marketing collateral
Identification of Refurbishment Projects	Identification of Refurbishment Projects	Transformation	Maintenance call centre/helpdesk	Other marketing channels
Business unit business Plans	Property Business Plans	Recruitment		
ICT	ICT			

# RPM Level Two – Implement Strategy



# RPM Level Two – Deliver Service



## Soft FM –

- Visitor & Access Management
- Catering
- Reception/helpdesk
- Post
- Asset Register
- Other office support
- Etc....

# RPM Level Two – Business Support

