



Welcome to **The Tide!** 

We are happy to launch the **first edition** of the Project Trident Monthly Newsletter. This newsletter aims to provide a summary of our progress, and to share updates and upcoming work as we navigate the waters of our UK Link modernisation programme together.

### Trident's Top Three: Our headlines for the month

1. **Project Trident Strategic Outline Case** published alongside BP25 and is [available here](#).
2. **The Project Trident Engagement Strategy** has been developed with customer feedback the 09.09.24 Launch event.
3. **What's next: BP25 x Project Trident DSC Contract Managers** briefing will take place on 11 November.



### Strategic Outline Case Shared

On **30 September**, we shared the Project Trident Strategic Outline Case as part of BP25 Draft 1.

The purpose of this business case is to provide the justification for Project Trident, which is to modernise UK Link, present the options considered to futureproof the system and capture the rationale for the outcomes, scope, and approach of the project.

You can find this [available here](#).



## Project Trident Engagement Strategy

At our Project Trident Launch event on **9 September**, we held eight breakout sessions with **40+** Project Trident stakeholders from across our customers, central bodies, and regulators on their communication preferences.

Thanks to your feedback, Project Trident stakeholders will see a more targeted engagement approach which provides options to opt-in and out of engagement, to ensure that the right stakeholders are engaged at the right stage.

### You said....

- To stay informed at your own pace, you want a monthly newsletter, similar to MHHS “The Clock”. This should be easy to understand with clear headlines to catch up if you have missed something. **As a result**, you will see **The Tide** on a monthly basis and can amend comms preferences below.
- You don’t want to be sitting on Microsoft Teams calls for no reason (we agree!). **As a result**, you will see us hook Project Trident forums, briefings or workshops to specific programme updates with a clear purpose and the outcome we’re looking to achieve, such as BP25 or the development of UK Link service requirements.
- You want to hear updates and receive invites relevant to your roles. **As a result**, you will see a targeted, multi-level engagement with us considering your roles as representatives from central bodies & regulators or DSC Contract Managers, Engagement/User Representatives and Technical SMEs.

**The perspectives of our stakeholders and customers are essential** to Project Trident, so we can support a smooth transformation. This Engagement Strategy will continue to be developed with your feedback and as Project Trident develops.

Please help us by sharing this newsletter and asking relevant individuals within your organisation to sign up to the Tide by contacting [communications@xoserve.com](mailto:communications@xoserve.com).

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## BP25 x Project Trident DSC Contract Managers Briefing

**DSC Contract Managers**, please mark your calendars for **11 November at 4:00 – 5:00pm!**

In advance of the publication of BP25, we would like to invite contract managers to a **further cost breakdown** of Project Trident within FY25/26. Our objectives for the briefing are:

1. To provide further detail on Project Trident investment within BP25.
2. To share how the investment maps to the additional resources and activities.
3. To share what you will see next for Project Trident Stakeholder Engagement.

The Microsoft Teams invite has been shared with Contract Managers – if you feel that you might have been left off the invite, please contact [communications@xoserve.com](mailto:communications@xoserve.com).

Read more about the programme on the [Project Trident page](#).

If you have any early feedback on the newsletter, its content or what you'd like to see next, please email us via [communications@xoserve.com](mailto:communications@xoserve.com). Otherwise stay tuned for more updates, and thank you for your continued support.

Catch the next wave with us in December! 

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