

**From:** [Anna Feetam](#)  
**To:** [Andrew Jarvis](#)  
**Subject:** FW: Decommissioning CMEH - plan and actions  
**Date:** 22 November 2023 15:30:59

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**From:** Anna Feetam <[Anna.Feetam@ico.org.uk](mailto:Anna.Feetam@ico.org.uk)>

**Sent:** 22 October 2020 22:15

**To:** Jenny Manock <[Jenny.Manock@ico.org.uk](mailto:Jenny.Manock@ico.org.uk)>; Owen Prendeville <[Owen.Prendeville@ico.org.uk](mailto:Owen.Prendeville@ico.org.uk)>; Mary Morgan <[Mary.Morgan@ico.org.uk](mailto:Mary.Morgan@ico.org.uk)>; Ian Johnson <[Ian.Johnson@ico.org.uk](mailto:Ian.Johnson@ico.org.uk)>

**Cc:** Emma Boyne <[Emma.Boyne@ico.org.uk](mailto:Emma.Boyne@ico.org.uk)>; Janice Milbourne <[Janice.Milbourne@ico.org.uk](mailto:Janice.Milbourne@ico.org.uk)>

**Subject:** Decommissioning CMEH - plan and actions

Hi All,

Thanks for your time today. Here is a note of the key dates we agreed and associated actions.

If I have missed anything or got any dates wrong... very possible! Please let me know. We agreed that we would keep in touch in the coming weeks, I think we can do this by email as actions are completed, but I will also put a quick catch up in for 6<sup>th</sup> Nov.

Many thanks,

Anna

<b>Date</b>	<b>Action</b>	<b>Owner</b>
22/10/20	Request updates are made on website for all references to casework@ Exception is PDB, while we wait for confirmation of their email address. This will be updated as soon as possible	Project team
w/c 26/10/20	Update casework@ auto acknowledgment to inform that email address is changing - please note this email address is changing from <b>13 November 20</b> – in the subject line.	Project team
26/10/20 – 13/11/20	Migrate open cases from CMEH to ICE 360.	Complaints team
13/11/20	No more correspondence sent from CMEH and all CMEH cases closed. Most cases will be closed by 30 <sup>th</sup> Oct.	Complaints team
13/11/20	CMEH use changes to 'read only' except for allocated managers – see action below. This can't be policed and edit access remains in place as we can't amend roles in CMEH	Complaints team
16/11/20	No more drag and dropping of emails into ICE 360. This should start reducing from 2 <sup>nd</sup> Nov.	Complaints team
From now	Monitor mail coming into casework@ to see if we have missed somewhere that needs to have email address amended and let project team know if date for drag and drop needs to change	Jenny / Dan
16/11/20	Remove casework email address from email	Project team

	router in ICE 360	
16/11/20 - 23/11/20	New emails into casework@ have to be forwarded to ICE 360 rather than drag/drop. Deal with secondary mail from inbox from 23 <sup>rd</sup> .	Complaints team
23/11/20	Turn CMEH router off	Project team
16/11/20 - 25/11/20	For those cases that have been recently closed in Oct and Nov - DP complaints management team will take ownership of how secondary should be managed. E.g Case changes allocated to one person in team, avoiding correspondence being sent out from CMEH and making sure that relevant documents on closed cases are uploaded so that they are included in the migration.	Complaints team
23/10/20 - 25/11/20	Decide on a case by case/DC by DC if comms should be sent to data controller to let them know of change of email address	Complaints team
23/11/20	Bounce back any mail sent to casework@ as undeliverable. Provide icocasework@ as new address if possible	Project team
Close of play 25/11/20	System handed over for final checks pre final migration. Any exceptions will be passed through for correction before 27 Nov.	Complaints team
26/11/20-27/11/20	Pre migration checks	Project team
27/11/20 - 30/11/20	Access removed from CMEH for all except project team	Project team
7pm 30/11/20	Final CMEH migration begins	Project team
Approx. 2/12/20	Cases start to appear in CMEH legacy from final migration	Project team
Approx. 7/12/20	All cases should be been migrated to CMEH legacy	Project team
Approx. 9/12/20	All updates to cases should be complete including updates to party list to CMEH legacy	Project team
From now	Ask case officers to be especially aware of emails that could have been sent to both casework@ and icocasework@ and deal with these appropriately.  Communication for staff around read only access from close of play on 13 <sup>th</sup> Nov.	Complaints team

	<p>Communication to staff around access to cases during final migration – see below.</p> <p>Updates any templates that may still reference casework@</p>	
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## Notes

**Manual migration of open cases** – follow the guidance already sent. Be aware that any emails that are sent from CMEH, should not be sent directly to icocasework@ from casework@. For cases that are 'reopened' these cases should be set up on ICE 360 with using the reopened work item date as the received date. On CMEH these cases should be set back to the original closure outcome when completing the reopened work item. For cases that are on a 'progress' work item, these cases should be set up on ICE 360 with the original receipt date on CMEH as the received date. These cases should be closed as 'marked for delete – duplicate' on CMEH.

Business process - consider what information are you taking from CMEH to ICE 360, bearing in mind that the documents will be read only in CMEH legacy for cases that have a closure state. Those that are marked for delete won't remain in legacy and **all documents must** be migrated from CMEH for these cases.

Once a case is set up on ICE 360, email all contacts on case giving them new case reference and ask them to use icocasework@ from that date for correspondence.

**Final CMEH migration** – as discussed, access to CMEH legacy is already in place. From 27<sup>th</sup> Nov when CMEH access is removed to when the migration to CMEH legacy is complete then those cases that are in the migration will not be readable or updates to cases made on CMEH since the last migration may not be completely up to date. Cases from the final migration will start to appear in phases in CMEH legacy and we expect this to be around 2<sup>nd</sup> Dec.

Any changes made to documents or cases will be picked up by migration as long as case closed.



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**From:** [Anna Feetam](#)  
**To:** [Andrew Jarvis](#)  
**Subject:** FW: casework@ico.org.uk - decommissioning  
**Date:** 22 November 2023 15:26:40

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**From:** Emma Boyne <[Emma.Boyne@ico.org.uk](mailto:Emma.Boyne@ico.org.uk)>  
**Sent:** 05 November 2020 17:57  
**To:** John Harrop <[John.Harrop@ico.org.uk](mailto:John.Harrop@ico.org.uk)>  
**Cc:** Anna Feetam <[Anna.Feetam@ico.org.uk](mailto:Anna.Feetam@ico.org.uk)>  
**Subject:** RE: [casework@ico.org.uk](mailto:casework@ico.org.uk) - decommissioning

Hi John,

With regards to amending the acknowledgment email that is sent from casework@, the additional wording we would like adding is below:

**Subject line: Please note this email address is changing from 23 November 2020** - We have received your email.

*Add the following to the auto acknowledgement at the beginning:*

**Please note that from the 23 November 2020 this email address will no longer be in service. After this date emails will not be received by [casework@ico.org.uk](mailto:casework@ico.org.uk). This email address is being replaced with [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).**

- **You can start using the new email address for new casework or enquiries now.**
- **For any existing casework or enquiries, please use the email address provided by your case officer.**

**If you have any questions please start a live chat or call our helpline on 0303 123 1113.**

We would like this change to effect as soon as it is possible. Would you like me to raise a ticket for this ?

Many Thanks  
Emma



Emma Boyne  
Senior Business Analysis and Development Officer –  
Project Manager

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