



CHANGE MANAGEMENT SCRUTINY TASK GROUP

REPORT OF A MEETING HELD ON TUESDAY 17th MARCH 2009 AT COUNTY HALL, TROWBRIDGE

Present:

Task Group: Mr Tony Deane (Chairman), Mr Andrew Davis, Mrs Pat Rugg, Mr Bill Moss, Mrs Bobbie Chettleburgh, Mr Tony Thorpe (SDC)

Officers: Ceri Williams (Scrutiny Support Officer), Les Snelgrove (BMP Project Manager), Jacqui White (Service Director – Shared Services), Tim Gregory (Service Director - ICT & Procurement), Carlton Brand (Corporate Director – Resources)

1. Apologies

Apologies for absence were received from Mr Keith Humphries and Mr Peter Doyle.

2. Report of the Previous Meeting.

The Task Group noted the report of the previous meeting.

3. Business Management Programme - BMP

The Chairman congratulated the BMP Project Manager who had recently been appointed as Head of the SAP Competency Team. The Project Manager then provided the Task Group with an update, with key issues to emerge including:

- (a) Payroll – the project team were working through the anomalies following a series of test runs. The Director of Resources would be making the final decision in relation to whether the April pay run used SAP. Currently this was seen as the key project risk.
- (b) Interfaces – the Task Group was given the example of TRIM, a HR software system, when discussing the systems that were not business critical for April 1st interfacing.

- (c) Logica – the relationship with the consultants was positive and it was emphasised that it was just as important for Logica that the project was a successful one. Wiltshire was now welcoming other authorities who were planning to implement SAP.
- (d) Senior Officers – the members felt it would be useful to have a handout with the pictures of the extended leadership team
- (e) Vendors – there were 6000 vendors now on the system. Going live with SAP was not expected to delay any payments to vendors.

Agreed

- To thank the officers for the briefing;
- To ask the Head of Democratic Services to produce a portrait gallery handout of the extended leadership team

4. Shared Services Team

The Service Director for Shared Services provided the Task Group with a team update. As the BMP project drew to a conclusion the Shared Services Team would take ownership of SAP. Officers were clear about the work they would be undertaking post April 1st even if they currently did not have ownership of a post. The members were assured that there was a positive relationship with the trade union and the union was comfortable with the current position in relation to appointments. The Director also confirmed that the Shared Services posts would be based in Trowbridge.

Agreed

- **To thank the Service Director for the briefing;**
- **To invite a further update at the final meeting of the Task Group**

5. Scrutiny of ICT during Transition

The Service Director for ICT & Procurement provided the Task Group with a project update. Auto-forwarding of e-mails would not be available for members in the new council because it did not comply with data protection regulations. There was a concern that confidential information, especially in the social care arena, would be automatically forwarded along an unsecured link to an unsecured PC. For the first 6 months of the Council there would be 5 domains, which meant that staff and members in the hubs would not be able to access shared drives. This situation would be resolved when the new council moved to a single domain. The issue of whether Town/Parish councils could loan Wiltshire IT hardware such as projectors was discussed and the service director felt that in principle it was viable.

The website had been up and running since March 13 and would be available to the public by March 31st.

The WAN had been operational for 6 weeks and in respect of telephone 4 of the 5 sites were completed and Bradley Road was expected to be completed by April 1st.

Two areas of risk were highlighted i.e. the code of connection and the final sign off the Steria contract. In respect of the contract final discussions were taking place around the transformation figures as the service director attempted to gain best value for the authority. It was expected that the contract would be signed off in advance of April 1st.

Agreed

- **To thank the Service Director for the briefing;**
- **To invite a further update at the final meeting of the Task Group**

6. Date of Next Meeting

April 28 – 10.00am (9.30 briefing)