

	Work Stream	Timescale	Benefits	Method	Stakeholders
1	Improving business processes with all departments based on evidence gained from data collection.	Jan & early Feb 10 for data collection of invoice examples and issues & subsequent discussion roll out with departments April 09 onwards (note this programme of work will have a number of iterations through 2010 as we work through on a continuous improvement basis with departments reviewing contracts with suppliers and payment terms).	Improved understanding by departments of ways to pay through SAP. Opportunity for Shared Service Team (SST) to ensure it is meeting business need and result in efficient processing of invoices with suppliers paid within contract payment terms.	Systems thinking 'quick review' looking at end to end processes for all internal departments SST and suppliers	SST Accounts Payable Team (SST AP) working with departmental finance colleagues initially but working with departmental teams based on actual invoices collected during Jan/Feb.
2	Training and awareness raising of goods receipting by business (building in review of this process at year end)	April 10 onwards	Enables faster turnaround of invoices; Saves 'chasing' time; Reduced risk of supply cut off; more accurate budgeting for managers.	Further training for Business from SST.	SST Competency Centre and Procurement Colleagues
3	Understanding complaints and ensuring we have a robust mechanism for collecting these across the team (i.e. informal and well as formal.	Ongoing	Understanding the root cause behind a complaint and the actions, changes and training that need to occur (both in SST and departments) to ensure that it doesn't happen again.	Working with the AP/AR staff to ensure they see these as positive not negative issues and have a quick and easy mechanism to collect the information.	SST Management team plus SST Finance staff.
4	Work to ensure that Accounting Statements can be prepared from SAP and opening balances loaded.	Meetings are being held with Logica week commencing 11 January 2010 which will agree the work plan to resolve these issues. May need interim solution followed by longer term solution.	Ensure we can meet legislative requirements of closedown process	To be advised by Logica following meeting held w/c 11 January	SST Accountancy; Central Accountancy; Logica
5	Development of reports in the back office (SAP) and portal (Web) to improve ease of use.	Meetings are being held with Logica week commencing 11 January 2010 which will agree the work plan to resolve these issues	Users able to run reports as required. Improve ease of use. Increase business reliance on SAP.	To be advised by Logica following meeting held w/c 11 January	SST Accountancy; Central Accountancy; Logica, departments
6	Budget forecasting tool whilst in use still needs refinement	Meetings are being held with Logica week commencing 11 January 2010 which will agree the work plan to resolve these issues	Better reliability. Ease of use. More timely and cost effective reporting. Increase business reliance on SAP	To be advised by Logica following meeting held w/c 11 January	SST Accountancy; Central Accountancy; Logica, departments
7	HR Costing issues need to be reviewed to ensure the correct coding of salary costs and explore solutions for salary costing reports	Meetings are being held with Logica week commencing 11 January 2010 which will agree the work plan to resolve these issues	Better information to managers on salary costings as this forms a large part of many budgets. Increase business reliance on SAP.	To be advised by Logica following meeting held w/c 11 January	SST Accountancy; Central Accountancy; Logica, departments
8	Capital set up issues meant this functionality is not being used to full potential	Meetings are being held with Logica week commencing 11 January 2010 which will agree the work plan to resolve these issues	Seamless transfer from project to assets. Better management reporting through year . Better agreement with closedown legislation. Possibility of rolling out to replace other bespoke systems.	To be advised by Logica following meeting held w/c 11 January	SST Accountancy; Central Accountancy; Logica
9	Review blueprinted solutions for Adult Social Care Procurement and make recommendations for improvement	ongoing currently	Ensuring that the implemented solution is the most effective and efficient way of processing commitments and payments for social care.	Review of existing data on the processes. Consideration of pro-s and cons of approach, evaluation of costs of processing options.	DCS Finance, SST Finance Service Centre
10	Detailed work around reconciliations including bank reconciliation.	ongoing currently	Improved quality of data in SAP. Increase business reliance on SAP. Required to successfully implement legislation around closedown	To be advised by Logica following meeting held w/c 11 January	SST Accountancy; Central Accountancy; Logica, departments

11	Year end processes (for example PO roll forward and rate changes) need to be agreed and implemented	by end February 2010	Cleanse of system to ensure accruals and commitments at year-end and into the new year are appropriate.	Working with Central Accountancy to ensure clear guidelines are sent out to departmental accountancy teams.	SSC, SST Accounting, SST Finance Service Centre
12	Review of e-forms for business to enable smoother processes for business and SST (continuous process of review linked to any learning from 1 above).	Rolling programme starting in January 10	Clean information captured once in a clear format for the business reducing input time for business and SST.	Work with departmental colleagues (for customer suggestion and testing) ICT and AP staff to review forms.	Accounts Payable Team Leader plus colleagues in SST and ICT
13	Commence scoping work for scanning of invoices to understand the best method for Wiltshire Council.	Jan 10 project start	Increased speed of input and flow of information around the business where there are invoice queries. Invoices tagged for follow up and reduced 'lost' invoices leading to late payments to suppliers. Reduced need to re-key and online coding and authorisation.	Small project under Prince 2 and learning from other authorities who are already doing this with SAP.	Colleagues in SAP Competency Centre, ICT and SST Accounts Payable
14	Introduce Civica payments for Accounts Receivable staff.	Jan 10 project start	Accounts Receivable staff able to take payments from callers.	Technical adjustment and training.	SAP Competency Centre and colleagues in Finance
15	Work with Central Procurement Team regarding the issue of Purchasing Cards (council credit cards).	May 10 onwards	Streamlining who has them and why.	Can be used to work around correct purchasing procedures in SAP and links into controlling spend.	Working with colleagues in Corporate Procurement who are already leading a project on this.
16	Making better use of Accounts Payable uploads (ie electronically loading batches of invoices or payments into SAP rather than manual keying)	May 10 onwards	Reduces input times on FB60 for instance BT and Vodaphone bills.	Training for SST staff and development of upload.	SST AP plus SAP competency centre and finance colleagues
17	One bill i.e. supplier sends in one bill to organisation for all goods and services supplied which is then apportioned based on orders placed by departments.	June onwards	Reduced processing time and cost. Faster payment to supplier since less checking and chasing.	Working with Central Procurement to identify suppliers from billing history on SAP.	SST plus Corporate Procurement Team.
18	Close down for end of year.	Feb 09 through to mid April	Statutory requirement to complete all end of year work in team plus usual daily business.	Applying instructions and completing work for close down and end of year and instructed by corporate finance.	Shared Services Accounts Payable/ Accounts Receivable, Cash and Income and Dom Care and Placement Teams
19	Work with business to communicate end of year and close down requirements and offer support in understanding necessary actions for year end.	Feb & March 10	Departments will have receipted all goods, closed down any open purchase orders (or made a manual accrual) and resolved any outstanding queries open on 09/10 accounts.	Communication and support direct with Departmental finance teams and service teams.	Service teams and corporate finance