

Appendix C

SAP Future Developments

Project	Benefits	Priority
Publication of Organisational Charts & information on ESS/MSS	<ul style="list-style-type: none"> • Targeted organisational charts available to all managers via the SAP portal • Easy access to visual display of structures and information • Enables better decision making around re-structures or team reorganisation and identifying data which needs to be cleansed • Enhanced functionality available to HR team, including 'drag and drop' structure changes and 'what-if' modelling • ESS users able to access data about their teams - security configuration prevents access to inappropriate data/structures • Replace current, unintuitive, search facility (Who's Who) 	Very High
SAP Reporting	<ul style="list-style-type: none"> • Focus and prioritise reporting resources to enable much needed MI to be delivered efficiently and effectively • Reduce reliance on Access databases (currently unsupported) and excel • Utilise proper functionality within SAP • Have clear consistent approach across the council to maximise VFM • Be able to respond more efficiently to requests from senior management, politicians and for FOI • Examples of reporting needs which would be addressed:- <ul style="list-style-type: none"> aged debt reporting by budget area Various procurement (SRM) reports showing vendor name not just number Activity analysis for processing teams to set/monitor KPIs cost centre analysis on procurement reports Activity analysis by buyer and requisitioner Org establishment reporting 	Very High
SAP / Line of business interfaces – Review	<ul style="list-style-type: none"> • Reduced risk of negative press/ exposure to legal action for the Council - for instance Housing Benefit payments being sent late • Improved service to corporate customers and reduction in delayed payments to suppliers - for instance payments to taxi drivers • Less manual intervention and duplicate data entry required which therefore reduces the risk of incorrect data being entered and improves processing time and efficiency • Improve data quality & completeness in Revs and bens systems 	Very High

<p>Large Volume Data Manipulation Tool</p>	<ul style="list-style-type: none"> • An extremely user friendly tool • Automates the download and upload of large amounts of data • Introduces an opportunity to improve staff productivity in the way large volumes of data are managed • Provides access to a tool that can be used to cleanse data This will be particularly useful for HR in managing changes to personnel areas and sub areas, for Finance in accounts data and for Payroll being able to improve employee data • Allows payroll to automate the process of migrating payroll data for new business e.g. Academy Schools, Fire service etc • Improves data quality held in SAP • Creates an auditable record of data manipulated • Creates an auditable record of data created 	<p>Very High</p>
<p>e-Forms</p>	<ul style="list-style-type: none"> • Improves the user experience of SAP • Complete audit trail of updated data • Reduced staff overhead through reduction of input effort and data duplication/re-keying • Improvement in data quality and accuracy, therefore corporate reporting will become accurate • Consistent, single business processes • Reduced processing times which adversely affect Accounts Payable Payees and Accounts receivable customers • Eliminates waste and reduces support / maintenance effort of data • Prevents forms from going missing and resulting queries being raised <p>Example Forms are:-</p> <ul style="list-style-type: none"> Overtime & Extra Expenses Claims Payroll Hours Changes Starters & Leavers Financial Master Data- Suppliers Financial Master Data - Customers 	<p>Very High</p>
<p>Budget Management</p>	<ul style="list-style-type: none"> • Provide easy to use reports, accessed by using Managers Self Service (MSS) • Enables effective budget management by managers rather than accountants <ul style="list-style-type: none"> > Provides simple functionality which will aid training & compliance by increasing confidence in SAP • Provides visibility of the budgeting process <ul style="list-style-type: none"> > Gives a clear audit trail of budget management • Simplifies the changes required to support organisational restructuring 	<p>High</p>

Profit Centre Accounting	<ul style="list-style-type: none"> • Increased reporting options by introducing service area accounting i.e. ability to detail aged debt by cost centre, which would allow budget managers to monitor outstanding debt and make appropriate provisions • Improved analysis of costs for instance the ability to detail Accounts Payable spend by budget code • Better Balance Sheet Reporting • Access to standardised SAP reports • Accurate information to support and improve the Accounts Receivable - Debt Management function 	High
Direct Debit Functionality	<ul style="list-style-type: none"> • Improve the payment options available for customers • Reduction in cash processing time & the cash cycle • There are currently around 700 Customers with active standing orders we could reduce the inefficiency of using paper based standing orders by moving customers to Direct Debit, with their agreement • Pre SAP, most Life Line customers paid via DD (return to this option would be preferential for customers and the business) • Introduce paperless functionality (AUDDIS) so that customer Direct Debit Instructions will be held electronically on SAP & reduce the set up processing time • Introduce the electronic transmission of Direct Debits to customer banks using BACS • No cash receipts required 	High
Staff Appraisals in SAP	<ul style="list-style-type: none"> • Appraisals are created and updated online using standard MSS and ESS • Appraisal records are held electronically in SAP rather than on paper copies • Provides the management information that support the appraisal process to show how many and which staff have had an appraisal and the stage of the appraisal • Enables managers to monitor and follow up on appraisal progress • Introduces a consistent appraisal process across the council 	High
e-Recruitment interface from and to SAP	<ul style="list-style-type: none"> • Accurate transfer of recruitment data into SAP • Consistent recruitment processes 	High
Carefirst – SAP	<ul style="list-style-type: none"> • Remove processes that are complex and labour-intensive • Ability to process commitments and accounting for income in a much simpler way • Redeploy the resources usefully if a streamlined solution could be implemented • Introduce a revised solution for new care contracts as they require a significant change 	High

	to the procedure for creating Purchase Orders	
Data Archiving	<ul style="list-style-type: none"> • Improvement in the user experience of SAP by having access to the right data at the right time • Reduced disk storage space required • Improved system efficiency and system response times to run transactions and reports • Regular housekeeping performed • Adherence to retention policies and legislation 	High
Copying Tool – Data Encryption and Testing	<ul style="list-style-type: none"> • Reduces time taken to create sample test data • Allows real situations and data to be used for testing rather than fabricated scenarios • Reduces the amount of time staff spend creating data for test purposes and therefore enables them to focus on resolving the issue / problem or development • Reduces the need for full data copies which require disk space • Improves the whole quality of the testing process • Eliminates the risk to sensitive data being used in the test environment as the data can be scrambled 	High
Flexible Time Recording (for on-line Annual Leave, accurate sickness records & reporting)	<ul style="list-style-type: none"> • Less complex data maintenance • Enables on-line leave booking • Eliminates risk with processing payroll records • Potential to use with MSS • Increased use of ESS 	Medium
SAP Flexible Real Estate	<ul style="list-style-type: none"> • Save costs by being able to decommission a legacy application – GVA • Provides full integration with SAP financials • Eliminate double keying for Accounts Payable, reducing payment times and wastage • Increased visibility of assets and estate management for other teams i.e. insurance. 	Medium - Low
SAP / Line of business interfaces – Platform	<ul style="list-style-type: none"> • Reduced risk of negative press/ exposure to legal action for the Council - for instance Housing Benefit payments being sent late • Improved service to corporate customers and reduction in delayed payments to suppliers - for instance payments to taxi drivers • Less manual intervention and duplicate data entry required which therefore reduces the risk of incorrect data being entered and improves processing time and efficiency • Improved resilience of the exchange of automated data and support arrangements by moving to an industry standard platform • Data protection compliance and security of highly sensitive Council data 	Medium - Low
e-Learning Interface to SAP	<ul style="list-style-type: none"> • Learning & Development Records Maintained • Learning & Development Requirements Projected 	Medium - Low

SAP Solution Manager	<ul style="list-style-type: none"> • Mandatory component required to exploit the enhanced level of support we already have with SAP • Other important SAP tools cannot be implemented without correct SLM configuration • Provides access to diagnostic tools • Increased control of changes • Improved project management • Enables leverage of SAP enterprise licence • Improved application management • Can automate testing routines • Greater auditability & security • Improved support from SAP • Access to templates 	Low
SAP / AD Synchronisation	<ul style="list-style-type: none"> • Significant reduction in maintenance and admin effort for AD and SAP - potential to reduce headcount or redeploy resources • Single point of access for Contact Information • Removes data divergence and duplication • Reduces Hardware and disk-space requirement • Greatly improved management reporting around people and organisational structures • Will link to CR70968 and provide a single source of HR data and efficient effective tools to manage data about staff and structures • SSO offers greatly improved user administration and IT security 	Low
e-Procurement	<ul style="list-style-type: none"> • Corporate Procurement Unit are looking at the pro's and con's of Procontract versus the greater use of SAP 	Low
Carbon Emissions for Business Travel	<ul style="list-style-type: none"> • New legislation is being developed that requires all business travel (using private vehicles) to be recorded for staff well-being purposes (a liability to the Council) and also to understand the carbon footprint associated with business travel. SAP is already used to record and claim for business mileage, so extending this to record other information about business travel may be an effective solution. 	Low
Document Scanning & Workflow	<ul style="list-style-type: none"> • Automatic electronic retrieval of documents • Reduced space required for storage • Maintain statutory retention periods • Reduce processing costs • Improve payment processing time resulting in vendors being paid on time • Improve adherence to processes and increase efficiency 	Low

SAP Enhancement Pack	<ul style="list-style-type: none"> • Gives the council access to enhanced SAP functionality of the current modules • Provides the council with options to new functionality and improved features • Reduces the requirement for bespoke work • Reduces the need to have workarounds in place where functionality does not meet the business needs • Could save time and resources by moving to the enhancement pack during 2012 instead of carrying out the annual patching cycle followed by a move to the enhancement pack at a later date 	Low
SAP Access Controls & Super User Privilege Management	<ul style="list-style-type: none"> • Improved results/reduced recommendations from auditors • More resilient SAP security • Reduced risk of negative press/ exposure to legal action for the Council • Better data protection compliance and security of highly sensitive Council data • Improved support from SAP moving to vendor recommended platform 	Low
Purchasing Card Management	<ul style="list-style-type: none"> • Roll out P-Card functionality • Reduce keying & reconciliation time and effort • Automate credit card process • Automate reconciliation process • Provides visibility of low value procurement spend e.g. <£500 and enables accurate reporting of this spend, currently reported as a lump sum • Could provide data required in Freedom of Information enquiries, spend analysis and vendor reports etc 	Low