

**Workplan Shared Services Finance
Team 2010**

	Work Stream	Timescale	Benefits	Progress made
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 to ensure most efficient method is used for type of transaction required. 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.	Data collection occurred from 15/2/10 to 5/3/10 in relation to invoices and capturing the problem areas. The main reason for non-matching of invoices across all departments is down to a lack of goods receipting. Two sessions have taken place with SST Accounts Payable staff in early May to further improve internal SST processes to make it easier for departments to interact with us. Sessions with departments will be rolled out during May and June to address the problem areas.
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.	See item 1 above CCU running Advanced Requisitioner courses from April onwards to improve knowledge and use of system.
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.	All complaints are collected and responded to. The SST Business Change Manager leads the investigation and works with the appropriate team leader to understand what has occurred and to ensure corrective procedures are put in place where appropriate.
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	Open balances now loaded in SAP. New reports created in SAP to facilitate closedown.
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.	New reports produced and issued. Will be rolled out to relevant users during the new financial year.
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	Configuration changes made to improve quality of reports. Revised budget forecasting process to be implemented for 2010/2011
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.	This work has now been completed and the costing reports are as accurate as the information received to date. Structures are constantly changing so it is important that SST works with departments when planning re-structures to ensure that structures and costings are kept up to date.
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.	SAP capital modules reviewed and changes made in configuration to allow information to flow through for closedown
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.	Workshops undertaken to map 'as-is' processes, currently being written up. Workshops planned for June to map improved ways of working
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	New processes put in place to allow regular management review to be undertaken. Accounts reviewed and consolidated to allow more efficient reconciliation.
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.	All accruals manually entered into system for this year.
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.	Currently being developed, some forms have been designed and changed,
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.	Queries can be resolved more effectively and efficiently, increasing the ability to ensure payment within contract terms..
14	Introduce Civica payments for Accounts Receivable staff.	Jan 10 project start	Accounts Receivable staff able to take payments from callers.	At this stage it has been decided that the Accounts receivable staff will focus on the debt chasing and payments with be managed by the income and banking team or customer services as appropriate
15	Work with Central Procurement Team regarding the issue of Purchasing Cards (council credit cards).	May 10 onwards	Streamlining who has them and why.	A review of spend on Pcards has been undertaken by CPU. CPU to carry out analysis of card holders and who has them
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 Vodafone bills.	Current Uploads continuing. This has to be taken on a case by case basis and will be covered during the end to end process reviews.
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.	This has to be taken on a case by case basis and will be covered during the end to end process review carried out by CPU.
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.	Procures and timetable produced to allow closedown within statutory deadline. New reports written and further configuration undertaken.
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 received all goods, closed down any open purchase orders (or made a manual accrual) and resolved any outstanding queries open on 09/10 accounts.	Completed