CHANGE MANAGEMENT SCRUTINY TASK GROUP

**REPORT OF A MEETING HELD ON THURSDAY 11th DECEMBER 2008
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 (Assistant Director – Shared Services), Tim Gregory (Assistant Director - ICT & Procurement)

1. **Apologies**

   Apologies for absence were received from Mr Keith Humphries.

2. **Report of the previous meeting**

   Members noted the report of the previous meeting.

3. **Business Management Programme**

   Les Snelgrove – BMP Project Manager provided the Task Group with a project update. Members highlighted that they wished to play a supportive role and invited areas of concern to be flagged up during the meeting. In response some of the following issues were discussed:

   - BMP Structure frozen in SAP – this work was ongoing as there had been a series of anomalies within the departmental structural information. Completion was required by 17th Jan 2009 in order to guarantee the system would be operational for April 1st. A contingency was in place to fall back on existing systems if there were further delays.
   - Provision of cleansed data – the majority of data relating to HR and Payroll had been cleansed in recent years so was not an area of concern. The BMP team had control of the data once it had been cleansed.

- Procurement Structures – work was being undertaken to identify individuals who would be given ownership for procuring items within the authority. Examples sited included IT and Safety equipment. Tim Gregory had already agreed that his ICT buyer would transfer into the Shared Services Team.
- Supplier Data – the Procurement Team had written to 12000 suppliers and had already received 1000 responses. This was enabling the team to produce a definitive supplier list.
- Training – the training schedule was finalised. As staff had not been through the appointments process, training requirements were greater than anticipated as staff had to be equipped for the roles they may secure.
- Go live – this was on schedule for April 1st 2009.
- Revenues & Benefits – the BMP programme was not leading on this project but feedback from officers who had attended the Revs & Bens workshops was very positive.

Agreed

- **To thank the officer for the briefing**
- **To invite the Cabinet member for ICT & Procurement to the next meeting**
- **To consider the training schedule at the next meeting**

4. **Scrutiny of ICT during Transition**

The Assistant Director for ICT and Procurement presented the Task Group with the ICT workstream progress report. Members highlighted that they wished to play a supportive role and invited areas of concern to be flagged up during the meeting. In response some of the following issues were discussed:

- Members' IT equipment – the Assistant Director for ICT & Procurement planned to write to all members in January to explain the process for collecting IT equipment after April 2009. The Task Group was reassured that these arrangements would be flexible.
- Wide Area Network (WAN) – BT had started work on the final link Amesbury to Pewsey on Monday Dec 8, this was in advance of the January predicted start date.
- E-mail & telephony was configured and installed and was waiting on the completion of the WAN for testing to commence.
- Website – the new website would be up and running in parallel during Jan & Feb to invite comment, with a go-live date of March.
- The volume of scripting required to support the Customer Care software Lagan was challenging.
- Discussions with Steria over the extension of the Support Contract were much more positive. It was hoped that a report would be taken to the IE on Jan 13 asking for approval of the new support arrangements.

The Task Group would have an opportunity to see the report in advance of Jan 13.

Agreed

- **To thank the Assistant Director for the briefing**
- **To invite a further update at the next meeting of the Task Group**
- **That the Task Group be given an opportunity to feed into the report being taken to the IE in relation to ICT support.**

3. Shared Services Team

The Service Director for Shared Services provided the Task Group with an update on the development of the Shared Services Team. Members highlighted that they wished to play a supportive role and invited areas of concern to be flagged up during the meeting. In response some of the following issues were discussed:

- Interviews were taking place on December 16 for the Head of HR/Payroll Operations
- The interview for the Head of Finance/Deputy Section 151 Officer was yet to be agreed as the job was being evaluated by HR. Delays in this area could cause difficulties but the newly appointed Section 151 officer had agreed to provide support if required.
- The SAP Competency centre was the primary area of concern, with discussions taking place around budgeting.
- The Service Departments had been supportive towards Shared Services. The decision by Cabinet that SAP would be used throughout the organisation had helped in ensuring buy-in.
- Further discussions took place about the number of staff who would require SAP training.

Agreed

- To thank the Service Director for the briefing
- To invite an update at the next meeting

4. Date of Next meeting

Wednesday January 28th – 10.00 am