CHANGE MANAGEMENT SCRUTINY TASK GROUP

**REPORT OF A MEETING HELD ON WEDNESDAY 28th JANUARY 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), Mr Keith Humphries (WWDC)

Members: Mr John Noeken - Cabinet Member for ICT & Procurement WCC, Mr Mark Baker - Cabinet Member for Staffing WCC

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. Report of the previous meeting

Members noted the report of the previous meeting.

2. Business Management Programme

The Chairman welcomed the Cabinet Member for ICT & Procurement and invited an update on the current project position.

The project core modules were already live for testing and the project was on plan for the April 1st launch. The payroll component presented the key risk but the existing payroll system would be available as a contingency.

During the subsequent debate some of the following issues were covered:

- Savings – the budget would deliver £2million savings for the 2009-10 budget
- Wiltshire businesses – the Cabinet member reassured the Task Group that payment to businesses would still be achieved via the agreed 30 day turn around. It was hoped that this would be reduced further but

the project team would need to analyse the data that would be produced through SAP before confirming likely improvements. Total supplier numbers in the future would be reduced from 20000 to 7000.

- Staff frozen into SAP – the project team had completed this task.
- Nominated procurement names for procurement roles – the project team were still finalising this action. The requirement to have named individuals, rather than posts made this challenging.
- Contingency funds – the project currently had a £450k under-spend, this provided adequate flex to manage the risk presented by the payroll element of the project.
- Data – the project team had met the deadline for provision of cleansed data.
- Training – over 700 staff had received training, which was ahead of schedule.
- Spend – the SAP system would allow the organisation to understand spend which would facilitate future efficiencies.
- Change agents – the change agents had proven to be successful and it was hoped that the approach would be used in future major change programmes.

Agreed

- **To thank the Cabinet Member for the briefing and to invite a further project update at the next meeting of the Task Group.**

3. **Scrutiny of ICT during Transition**

The Service Director for ICT provided an overview of the ICT transitional workstream and also clarified issues surrounding member support and the ICT support contract.

The ICT project was on track. The Head of ICT had been appointed together with the three team leaders and there would be a number of vacant positions that would be available for open application.

WAN – this was now live between the County Council, North Wilts and Kennet District Councils. Salisbury would be linked by 5-6 Feb and West Wilts the following week. The link between Salisbury and Devizes would shortly be completed by BT, 2 months ahead of schedule.

Active directory – there would not be a single domain in place from April 1st. The impact of this would be felt in areas such as planning, where the 4 planning systems would not be accessible centrally. Sharepoint would be available to share documents.

The web site would be promoted from the end of February. District sites would close from April 1st, with an auto forward placed on them to direct users to the new site.

Applications – the car parking software was now operational across the WAN. The Lagan scripting was going well and there would be one Lagan system operational from April 1st. The new council would also have a new committee management system, which would improve accessibility to reports etc.

Interregnum period – the service director confirmed that all members co-opted would retain equipment and existing e-mail accounts.

Member support – an information note would be circulated in early February advising members on the process for collecting ICT hardware. All members of the new council would be provided with a smart phone, if required.

Steria contract – this had been approved by the IE and it was expected that the contract would be signed off in mid February. The contract had been costed against the ICT team delivering on transformation e.g. moving from five to two computer rooms. The Chairman suggested that the task group should perhaps examine the satisfaction levels with Steria, which are reported to the service director quarterly.

Expectation Management – the service director explained that the new service would be operated centrally. This would be different to the localised service some members had been previously used to.

Agreed

- **To thank the Cabinet member and service director for the briefing**
- **To invite a further project update at the next meeting of the Task Group**

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.

The overall project was seen as a green in terms of risk. The SAP Support Centre budget had now been approved and appointments would be made in February. The Shared Services Head of Finance post was still being evaluated by HR, in the mean time the new section 151 officer – Martin Donovan was providing support. The training of staff on the new SAP system had been one of the areas of concern but 700 people had already been successfully trained and this area was ahead of schedule.

Agreed

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

4. **Date of Next meeting**
   Tuesday March 17 – 9.30 am