

## **SAP Development PID**

### **Executive summary**

The need to rationalise, improve, and further develop SAP is driven from:

- corporate plans to improve efficiency and effectiveness
- organisational restructuring
- recent discussions with DoR Process Owners and Business Leads
- responding to the challenges highlighted in the KPMG post implementation review
- return on investment

The PID attached to this report lays out the project plan and stages to achieve these objectives.

### **Proposal**

1. The SAP Support section moved into ICT in December 2010. SAP is listed as a core strategic application within the Information Services Technology Plan. ICT concentrate skills development and evaluate requests for new business functionality against core applications before looking to the market for a new application. SAP has to be further developed to fit the Information Services Technology Plan. Information within the system needs to be useful in meeting a defined business need; the application must be useable; the information must be accessible where it is required and the processes to maintain the information must be resilient. The revised ICT structure should broaden the knowledge base and our ability to support and exploit SAP but this will take time to embed.
2. In brief, there is a need to:
  - improve the users' experience of SAP
  - reduce duplication of data
  - reduce the time and effort to maintain data
  - deliver meaningful, timely management information to service managers
  - deliver system efficiencies

3. This PID describes three phases of work:-

- i. Implementation improvements – detailed in Appendix A and occur as a result of changes in processes since implementation or improvements because we now know a better way to do a process due to an increased knowledge of SAP. These improvements are already in hand, need finishing off and we are working to a completion timeframe of the end of June 2011.
- ii. Essential Business Developments – detailed in Appendix B. These are small discreet projects required in their business areas that once addressed, mitigate recurring support issues and reliance on the SAP Support team. This is aligned to phase two of the Information Services Technology Plan where we need to consolidate and standardise our core systems.
- iii. Future Development Summary - detailed in Appendices C (summary ) and D (detailed). The current future roadmap for SAP contains 25 projects. Some of these have been investigated and costed. However there is no allocated budget and the projects have not been fully quantified and evaluated by the business. This is work that will be progressed, 7 priority projects have already been identified to commence in 2011/2012 as outlined in the recommendations section of the PID.

**Recommendations:**

The Committee is asked to note the PID and the work that is taking place.

**Reason for proposal**

In order to rationalise, improve, and further develop SAP and to meet corporate plans to improve efficiency and effectiveness

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