

East Midlands Shared Service Programme Status Report

19 June 2013

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Achievements since last meeting

- Core Oracle (HR, Payroll, finance and procurement) went Live in line with the revised scope and schedule of 2nd April 2013
- Phased rollout to NCC/LCC and EMSS completed within first week, this included providing access to Oracle for over 5000 users within NCC
- Oracle support - moved into Business as Usual on 1st May. Programme continued to support with issue resolution until 31st May 2013
- Current level of issues reported remains within normal operational parameters for Go Live. Key issue is AP workflow (invoice approval) which is being addressed through Business As Usual, with immediate proactive management and development of longer term fixes.

Achievements since last meeting

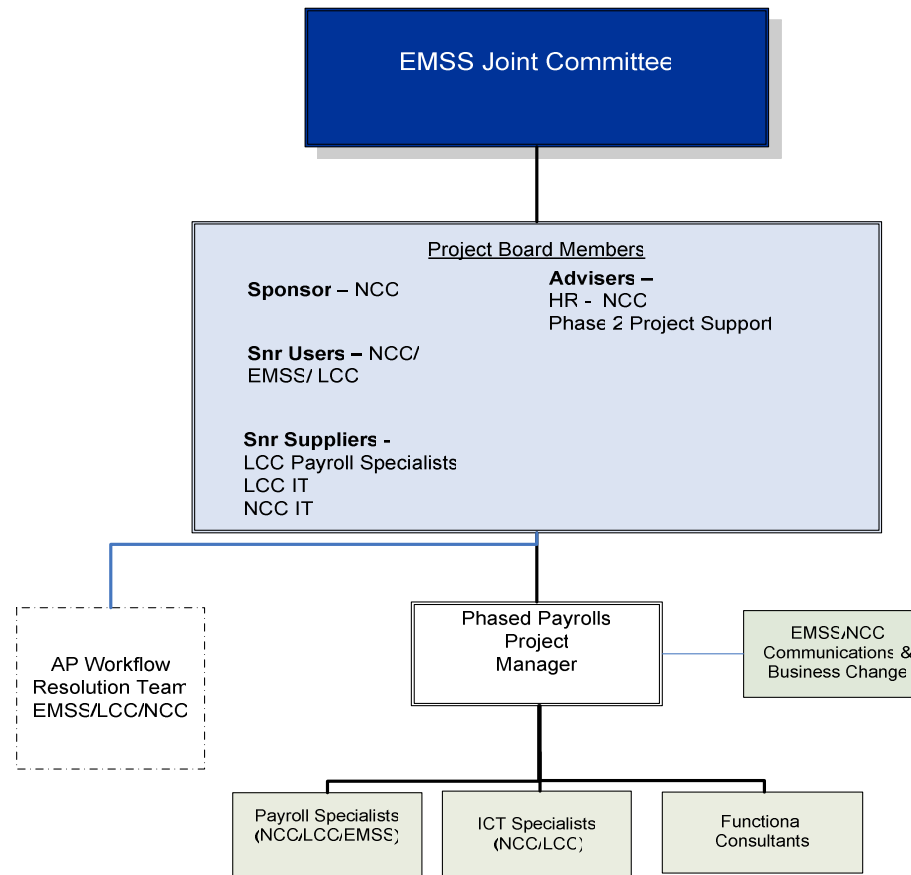
- Knowledge Transfer both technical and business has been completed
- Final handover of operational activity, documentation, training material and residual work completed

Programme Status

- Programme Status – core programme closed and a transition into Phase 2 has taken place
- Phase 2 scope
 - Post go live support completed and transitioned into business as usual
 - NCC Education payroll project on track to complete as planned. Testing of Education payroll data has successfully passed its second cycle
- Revised governance in place to oversee delivery of education payrolls and completion of invoice approval fixes

Phase 2 Governance Structure

EMSS Phase 2 Structure (Stage 2 – 1 June – 30 September 2013)



Update on AP Workflow as at 7/6/13

- Current issues relate to invoice approval
- Analysis of process and build commenced by ICT in conjunction with Subject Matter Experts and verified/overseen by LCC/NCC Snr Users
- Confirmed built as designed, however does not adequately account for multiple variables which may arise once in full operation

Update on AP Workflow as at 7/6/13

- Resolution of current invoice issues by strategic finance using a forced approval process
- Series of measures identified, the majority of which are in place to reduce the number of issues
 - Increase levels of system validation
 - Improve on screen instructions and notification messages
 - Undertake refresher training and revise guidance
 - Review business approval hierarchy set up and maintenance process
- Long term fixes on going and scheduled for completion end June

Financial Position

- The Finance Paper associated with this meeting will be discussed under a separate agenda item

Summary

- Implementation of the Oracle solution has encountered a number of challenges, however following a pragmatic approach to implementation the Programme delivered Oracle in line with the revised schedule on 2nd April 2013
- Transition plans have been completed and operational activities handed over to business as usual
- Some residual work to be completed post Go Live, this has been discussed, agreed and handed over to be completed in business as usual
- Programme to be formally closed