

East Midlands Shared Services

Joint Committee 16 December

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Delivering quality, affordable and resilient support services to the public sector



Progress update

- Living wage – the first phase of moving NCC colleagues towards the ‘Living Wage’ was successfully delivered in November.
- Recruitment portal – became operational in September and is operating successfully.
- Oracle patching – the delivery and testing of a series of complex patches to the Oracle system has concluded successfully. A number of issues will be resolved through this deployment.
- Oracle upgrade – the work required to upgrade the core system from version 12.0.6 to 12.1.3 is progressing to schedule.

Progress update

- Training – needs identified within the Finance Service Centre are now being addressed.
- Reporting – the reimplementation of Oracle Business Intelligence has now begun. Key roles are defined and colleagues assigned.
- Performance (detailed item later on agenda):
 - FSC performance continues to improve. Several new initiatives will accelerate the rate of progress.
 - ESC performance remains generally high and areas where this may be improved are being evaluated.