Best4Business
Simple / Standard / Shared / Self-Service

Joint Scrutiny
Working Group

13 March 2019

Cheshire East
Council

Cheshire West
and Chester

# Agenda

- Introduction / purpose
- Update since last Scrutiny Working Group
- Programme timeline
- Business readiness
- User feedback
- Business case / budget update
- Next steps
- Conclusions

# Introduction / Purpose

- Appointment of Chairman for the meeting
- Terms of Reference (reminder)
- Purpose of session

# Terms of Reference (reminder)

To undertake a joint scrutiny review of the HR and Finance ("Best4Business") implementation, reporting at agreed milestones prior to the planned implementation.

The Joint Scrutiny Task Group will be asked to scrutinise:

- The governance process supporting the approval of the solution design;

- The approach to business change and training; and

- ¤ The outcome of the processes which support the recommendation to go live with the new solution.

# Questions we thought you might ask

How is the programme going?

Are the business ready?

What do the users think ?

How does it compare to the original business case?

What happens next ?

Other ?

# So how is it going ?

# Update since last Working Group

Programme Director left at Christmas

Member Steering Group updated

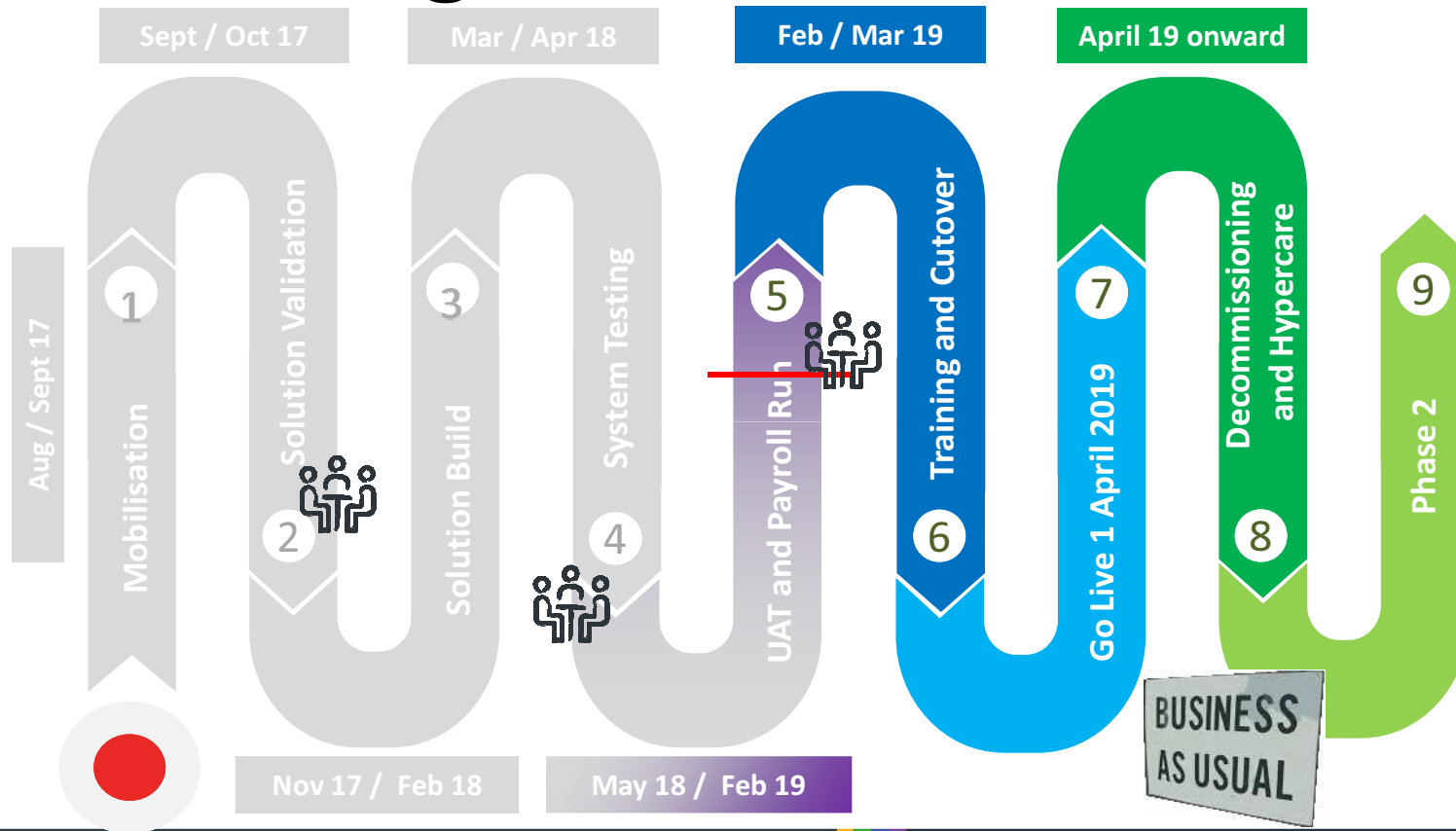June Programme Board **agreed December go live**

**BW Recruitment to go live** earlier to replace Oracle Taleo

December Programme Board **set a target date of April**

Procurement of **separate Learning Management System** underway

Decision to **retain Collaborative Planning** as budget forecasting solution

# Key areas to consider for Go-live

- UAT

- PPR

- Cut over readiness

- Business Readiness

# Are the business ready ?

# Business Readiness - Change Plan

- Change strategy and plan revised to delivery to new timescales

- Greater focus on Go-Live Support and Transition to Business as Usual

# Business Readiness - Communications

- Regular briefings at CLT and SLT at both Councils, and at DMT meetings
- Middle manager briefing sessions – over 500 attendees
- Specific HR, Finance and Transactional Services workshops held
- "Change champion" briefings and navigational training sessions for 200 champions
- Monthly Joint Trade Union briefings
- Regular comms via Team Voice, In Touch, People Panel
- Over 190 schools attended school conferences where B4B update provided
- Termly attendance at heads, business managers, Finance, IT, cluster groups
- Regular meetings with Council Companies' business users
- Staff surveys to assess levels of awareness and engagement – positive responses

# Summary of current position ?

- Councils are building up "readiness"

- Significant UAT Progress - however:
  - Defects still need resolving
  - Not currently ready to finish "UAT" to accepted criteria

- PPR – Progressing but not complete

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# What do users think ?

# Feedback

- BW Recruitment went live 6 November 2018
  - Positive feedback from recruiting managers
- Numerous user engagement sessions held
  - Positive feedback on "look and feel" of overall solution and overviews of key manager functions and processes

# How does it compare to the business case?

# Estimated Savings

| | |
|---|---|
| Technology savings | £2.2m |
| Business process savings | £1.2m |
| Less annual support costs | (£1.1m) |
| **Annual Permanent savings** | **£2.3m** |

# Budget/Payback

- Current budget over run £1.5m

- Payback = Gross costs 7 years

- Payback = Incremental programme costs 5.9 years

- ICT replacement schemes not usually looked at purely on Payback

- Costs of 'do nothing' were estimated at £5m

- £2.3m per annum of permanent savings generated

# Next steps

- Refresh programme plan

- Complete UAT and PPR testing

- Ensure businesses remain ready

- Develop post go-live plan

- Future update to SSJC when programme refresh complete

# Conclusions, reflections, feedback

- Have your objectives for this session been met?

- What are the key conclusions to feed back to each Council's Scrutiny Committee?

- What advice or feedback do you wish to give to the Portfolio Holders?