

Appendix A - Payroll Risk Assessment

Worth 1 point
Worth 0 points
Worth -1 point
Total payroll resource
Current payroll size
Payroll experience / complexity
Service delivery maturity
Scalability
F&R experience
School experience
NHS experience
Current error rate
System capabilities (payroll)
Transition / Implementation Risk (payroll)
Legacy data issues (future risks associated with current issues)

Hoople
#NAME?
#NAME?
#NAME?
#NAME?
Hoople
Approx 20 experienced FTEs
c10,000
High / 30+ years
<p>Effective service delivery. Emphasis is on the system to ensure that the payroll is accurate, rather than completing substantial manual checking. Focuses on continual improvement and driving out efficiencies through best use of the system, which justifies the smaller resource footprint. Technical system team work very closely with payroll delivery team to achieve this.</p> <p>Have good set of self-service forms, but have not yet launched for schools. Client references taken were very positive with demonstrable examples provided which would de-risk and LCC implementation (e.g. go-live floorwalking).</p>
<p>Not sufficiently large enough team to avoid having to scale up. Would recruit an extra circa 19 FTE which appears more achievable in the time available, and would move existing resources on to LCC work and backfill with new resources. Smaller resource footprint because of the different approach to service delivery.</p>
<p>No current F&R expertise (but has relationship with Gloucestershire Fire and Rescue Service). Are very experienced with Agresso so have the technical skills to understand the current configuration issues and address them - this was demonstrated in their specific response within the scenario testing review (especially test 5). Would recruit additional F&R experience.</p>
Around 55 schools
Yes
<p>0.3% (1.01% UK 2015 Average)</p>
<p>Integrated ERP. Currently not proven for F&R but significant assurance given through scenario testing response. Agresso is not generally recognised as best of breed payroll solution however currently operates very well and have implemented experience packs in Agresso so usability is improved which should address some of the data entry errors. Some new functionality built for schools and looks good but not yet implemented.</p>
<p>Approach appears to be sound, full ERP so reduced number of separate implementations. Overall risk reduced through using an existing production build, and being another Agresso implementation transition would be more of a mapping and validation exercise than a 'data transformation' task. Hoople are located 3 hours away making collaboration and build process slightly more complicated.</p>
<p>Would be very focussed on ensuring the build is right from the start, and reviewing processes, procedures and data quality. Depth of Agresso experience would largely mitigate this, although should significant issues be found and migrate to the live environment, they don't currently have the same depth of checking and resourcing as another to tackle the issue.</p>

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