

Open Report on behalf of James Drury, Executive Director - Commercial

Report to:	Overview and Scrutiny Management Board
Date:	16 December 2021
Subject:	Business World ERP System Re-design Update

Summary:

This report provides an update to the Overview and Scrutiny Management Board on the progress of the re-design of the Council's Business World ERP system following approval from the Executive on 17 December 2019 to move to the Hoople Limited platform. A presentation on the project will be provided at the meeting.

Actions Required:

The Overview and Scrutiny Management Board (OSMB) is invited to:

- 1) Consider the report and presentation and provide feedback on the points raised.
- 2) Review and agree future reporting requirements into OSMB to monitor the progress of the re-design.

1. Background

1.1 The Executive considered a report on the re-design of the Council's Business World ERP (enterprise resource planning) system at its meeting on 17 December 2019. The following recommendations were approved:

- I. That the Business World enterprise resource planning system be re-designed, in order to rectify the issues that the Council and Schools are facing.
- II. That the re-design be effected by moving to the existing Business World platform operated by Hoople Limited.
- III. That approval be given to the Council becoming a member of Hoople Limited, by the acquisition of shares in the company.

1.2 The Business World Re-design project was duly initiated to start mobilisation phase in January 2020.

2. Project Update

2.1 This report will be accompanied by a more detailed presentation of the project status during the meeting.

2.2 Since the last report to the Board, the shareholder agreement with Hoople has been signed and Lincolnshire County Council (LCC) has been welcomed into the partnership closing one of the key risks to the project.

2.3 The project design and build phases have been completed and the project is currently in the 'Test Phase' of the plan. Systems testing has been completed with positive results and approval to move onto the user testing. Again, this user testing (known as User Acceptance Testing) has not highlighted any significant concerns in relation to the build and the team continue to work to resolve any outstanding defects within the agreed approach.

2.4 A further phase of user testing is currently underway including some of the more complex areas of schools, Lincolnshire Fire and Rescue, and annual leave scenarios. Schools continue to experience resource constraints as a result of Covid-19 and as such schools testing has been extended into the new year.

2.5 Payroll testing (or Payroll Parallel Runs) has taken significantly longer than forecasted and continues to progress now until April 2022. System complexity, data quality and resourcing are all contributing factors to this delay. The team continue to apply a methodical and detailed approach to payroll testing to ensure all possible scenarios are investigated and reported on.

2.6 The project has had equal focus on the quality of data in the system and through cycles of data migration and data cleansing are starting to see an improvement. This work will continue throughout with a key piece of activity being conducted by Serco on HR data which is on track to be completed in February 2022.

2.7 The project has received some early positive feedback from testing which is as follows:

- Familiar look and feel, tasks were in the usual place and navigating it was straight forward as similar language and layout.
- There is a good familiarity to the system therefore creates a less daunting environment for the changes that need to happen.
- Areas are set out more clearly but similar to the old look.
- There were less screens to go through so the process was simpler.

3. Conclusion

3.1 The Board is requested to review how it would like further progress of the re-design to be reported into OSMB. The successful completion of this project will be dependent

upon the achievement of a number of milestones, and it is recommended that future reporting into OSMB is aligned to the completion of key milestones, set out as follows:

Milestone	Target Date of Completion	Report into OSMB
Test Phase (incl. payroll parallel run)	29 April 2022	26 May 2022

4. Consultation

a) Risks and Impact Analysis

A full project risk and issue register is maintained, regularly reviewed, and reported to the project board. Risk owners are close to the detail and ensuring where possible, appropriate mitigations are in place. The current Key Risks and Issues to the project are around:

- Payroll Parallel Runs – delays and resources
- Data Quality / complexities
- User Acceptance Testing, in particular schools

5. Background Papers

The following background papers as defined in the Local Government Act 1972 were relied upon in the writing of this report.

Document title	Where the document can be viewed
Business World ERP System Re-design - Executive Decision Notice - 17 December 2019	https://lincolnshire.moderngov.co.uk/ieDecisionDetails.aspx?ID=561

This report was written by Sadie Rossington who can be contacted by e-mail at sadie.rossington@lincolnshire.gov.uk.

This page is intentionally left blank