

# Managed Services Update

Overview & Scrutiny Board  
4th March 2014

# Background

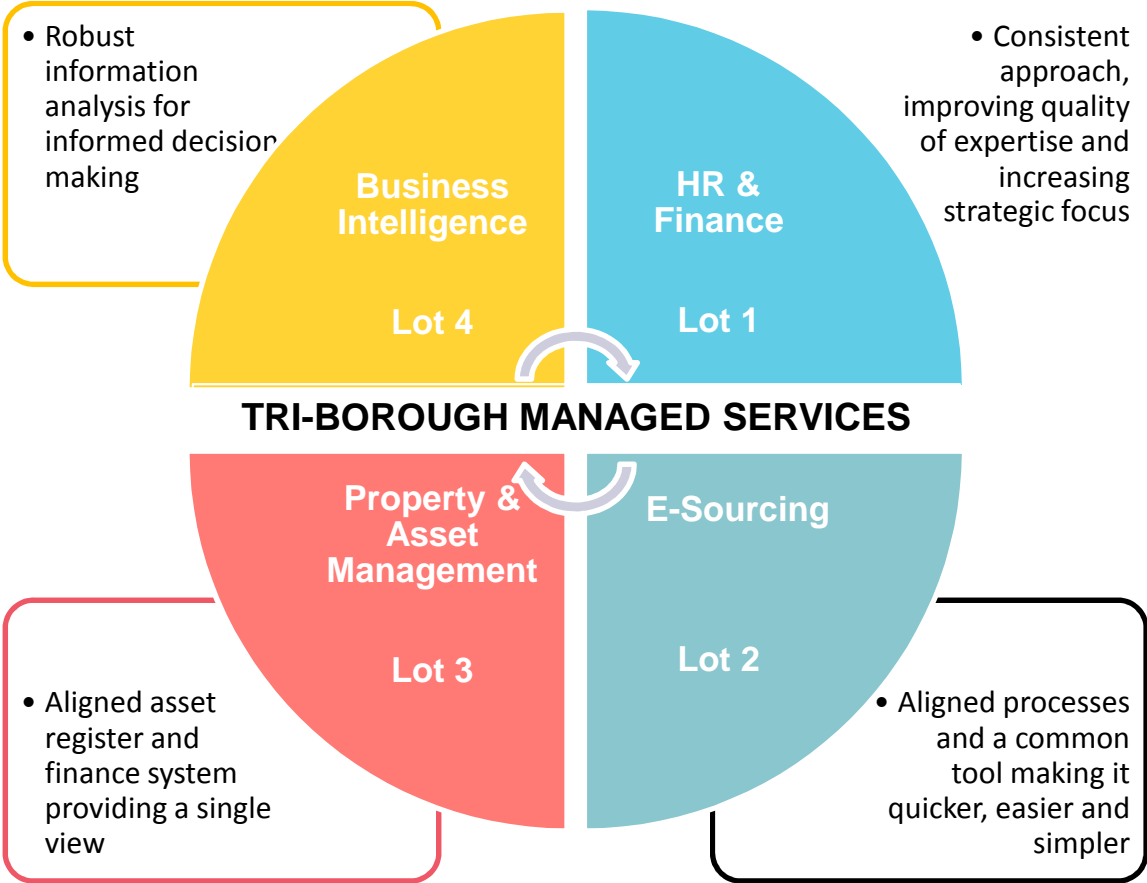
- WCC is Lead Borough for Managed Services.
- In February 2013 Council agreed to enter into a contract to provide a range of transactional finance and HR Services.
- Strategic HR and Strategic Finance will be retained in-house.

# The Lots

Managed Services is about getting suppliers to do what they do best and allowing our managers and staff to conduct the real business of the Council.



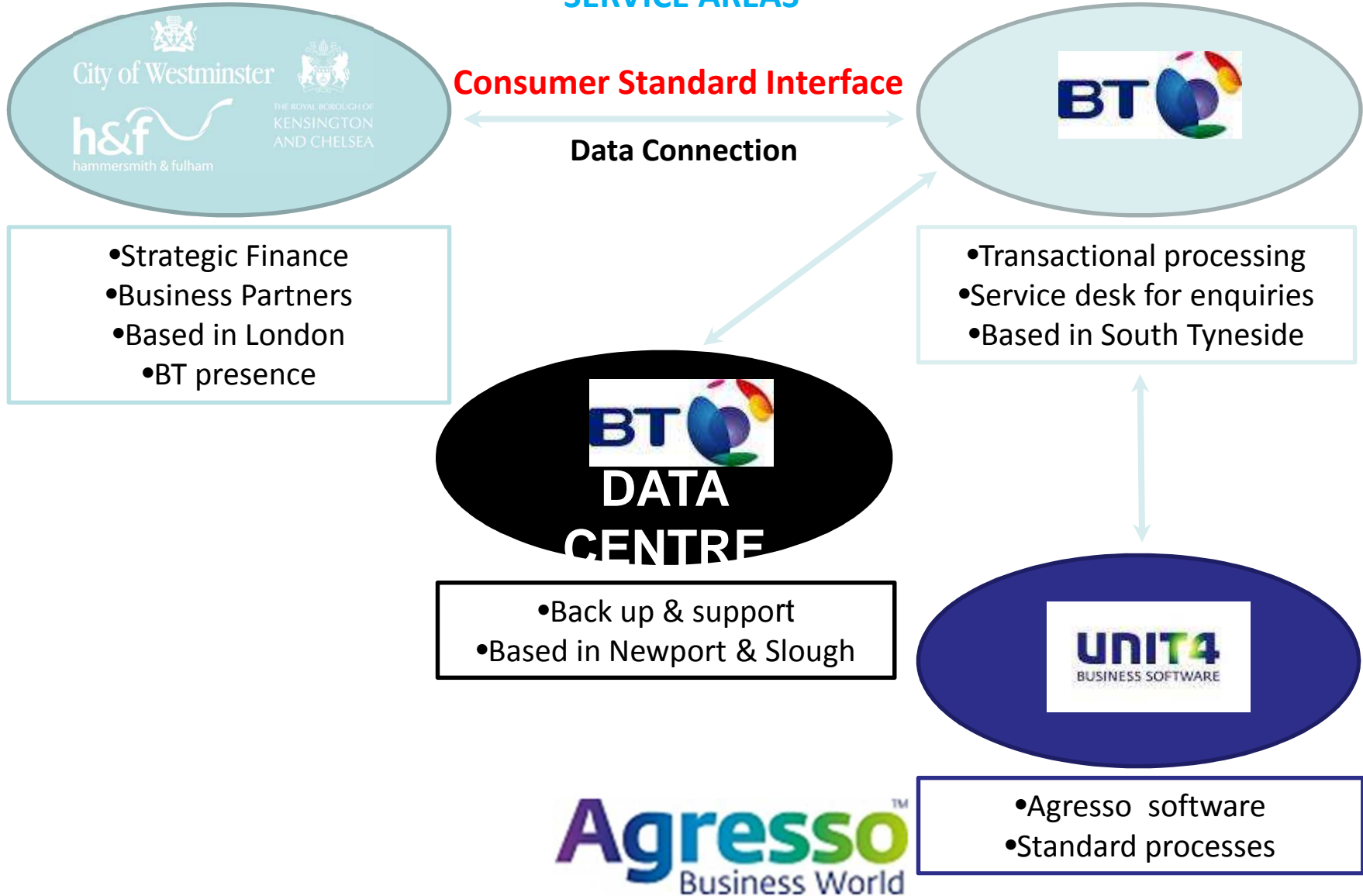
*"I have a Business Manager who is having to manage three HR systems and three Finance systems...that's a challenge."*  
 Senior Executive, Tri-borough Services



***Working together to provide efficient, modern and streamlined support***

# The Lot 1 overview

## SERVICE AREAS



# Current Position (1)

- A confidence assurance meeting chaired by the WCC Senior Responsible officer was held on 12<sup>th</sup> December 2013 with senior triborough colleagues, PWC and BT.
- After a thorough examination of the current position, collective readiness of various scenarios, officers agreed to defer implementation from 1<sup>st</sup> April 2014. Key reasons included
  - poor results from systems testing
  - a lack of clarity from BT on how Managed Service would operate
  - an increasing number of manual workarounds required to hit the go live date
- Revised plan has been prepared with extension input from H&F led by a newly appointed Client Side Programme Director provided by H&F and RBKC.
- Significant impact of staffing (25) – all staff informed of the delay on 13<sup>th</sup> December 2014.

## Current Position (2)

- Managed Services Programme has had 2 changes of SRO.
- BT, following deferral, changed their Programme Director and SRO.
- Tri Borough have appointed with effect from 6<sup>th</sup> Jan a Client Side Programme Director.

# Revised Plan

- Cabinet Members for the three Boroughs have reviewed the plan and concluded on 3<sup>rd</sup> February that the revised go live date should be no later than 1<sup>st</sup> October 2014, although we are aiming to hit 1<sup>st</sup> September 2014.
- This will enable
  - A complete set of interfaces to be designed, built and tested
  - Sufficient time for system, user acceptance and operational testing
  - HR and Finance to manage Business as Usual in parallel with the delivery of this programme
  - Full scope of training