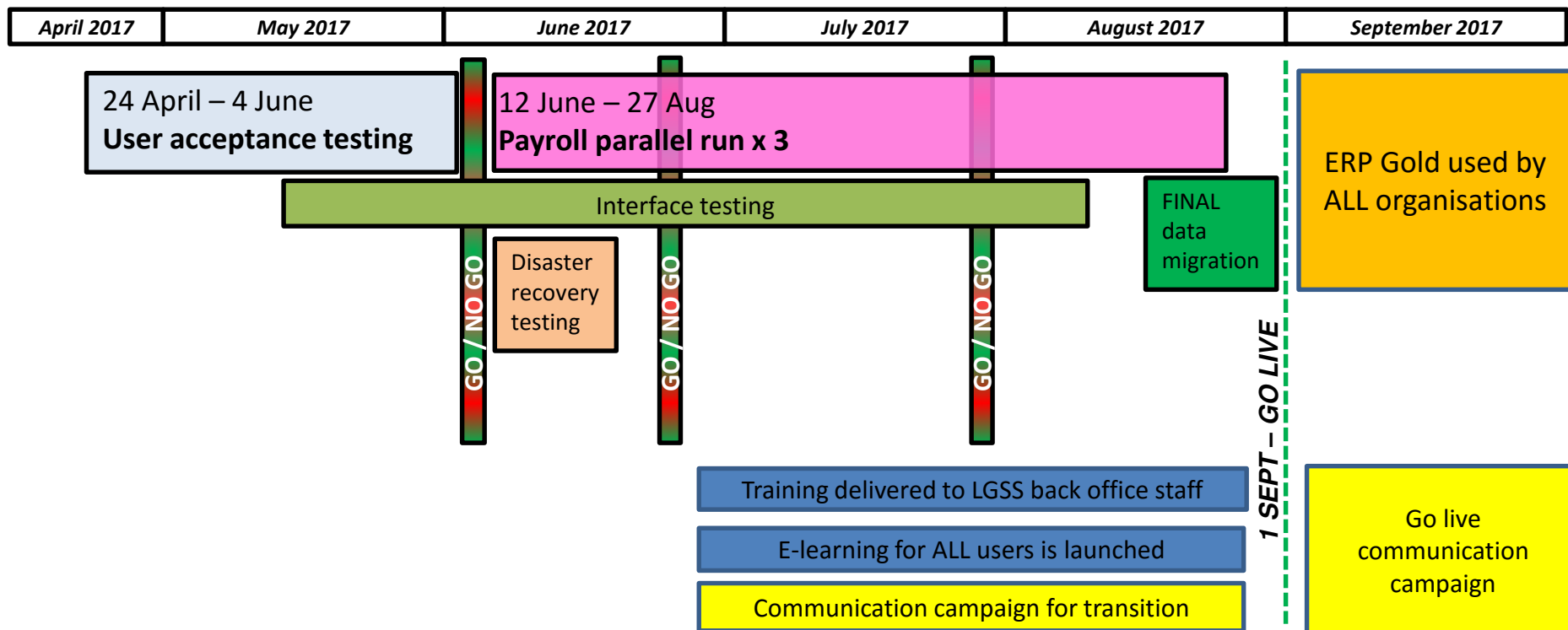Agenda Item No: 8

ERP Gold update

1St June 2017

LGSS Joint Committee

Headlines

- ERP Gold will go live September 2017, but this is not without risk

- Final phase of user acceptance testing began 24 April

- Priority interfaces have been specified and mapped in readiness for testing

- Operational procedures and communications are being defined to support the shift from legacy systems to ERP Gold

- Training for back office staff is scheduled

- The development of E-learning for end users has started

- ERP Gold Network have received the first e-learning module and a draft of an ERP Gold e-magazine and are providing feedback prior to wider release to the organisations

Timeline

April 2017	May 2017	June 2017	July 2017	August 2017	September 2017

24 April – 4 June
User acceptance testing

12 June – 27 Aug
Payroll parallel run x 3

Interface testing

GO / NO GO

GO / NO GO

GO / NO GO

Disaster recovery testing

FINAL data migration

ERP Gold used by ALL organisations

1 SEPT – GO LIVE

Training delivered to LGSS back office staff

E-learning for ALL users is launched

Communication campaign for transition

Go live communication campaign

Progress to date

- Standardised and streamlined business processes designed and agreed

- ERP Gold design principles agreed

- ERP Gold System for all business modules fully built

- MKC and schools data migrated and reconciled

- Data Migration for all other clients to complete w/c 22 May

- User acceptance testing commenced

User acceptance testing (UAT)

- Began 24 April for 6 weeks, progress is slow, but pace is expected to pick up

- One SAP client (i.e. MKC) and one Oracle client will be fully end to end tested – including interfaces

- Each variation in the system (i.e. where there is a tailoring for a specific client) will be tested within the specific client

- All access routes will be tested e.g. across all sites, remote access, using different devices and internet browsers

- Disaster recovery rehearsals are scheduled for June to ensure we have a resilient system

- Payrolls will be run during UAT, and be followed three by payroll parallel runs during June – August

Technical update

- Infrastructure has been created for the final environment (known as the production environment) in the West and East data centres across the LGSS Domain.

- By having it in both data centres, ERP Gold will be backed up in the event of a disaster / outage.

- System environments have been built – giving us system space to test, build fixes and develop training materials

- New citrix storefronts have been provided ensuring access is in place from CCC (East) and NCC/MKC (West) to the Production environment.

- The web client will be used by the majority of your staff and has been set up with to be accessed by single sign –no need for a new password

Interfaces update

The principle is that if there is an interface with your current ERP system, it will interface with ERP Gold. This includes:

CCC	MKC	NCC
• AFM (Swift) - care system • Nursery Education Grants Supports (NEGS) • Foster Care Payments • Unicorn – libraries • E-recruitment *We are working with the MOSIAC project time to implement interface in 17/18*	• Carefirst and OCC – care related income and payments • Carefree – payments to external home carers • Trojan – foster care payments • Northgate – council tax, rent, benefits • ICON – general income system	• Care First • Carecost – included borded out, direct payments • A4W – domiciliary and residential care • E-recruitment
Current spreadsheet uploads that are in place with E-Business / Oracle and SAP		

All priority interfaces will be tested during UAT.

BACKGROUND

A reminder

- ERP Gold is a shared service Finance and HR system

- It is designed around the principles of:

self service	standardisation
automation	simplification

- It will be shared by our core LGSS partners – all have committed to these principles

Functionality and features

LGSS

Simplify **Standardise**

Self serve **Automate**

Manager benefits **Employee benefits**

ERP Gold

New starter process linking IT and facilities access

Instant access to management dashboards and reports

Ability to add, update positions and establishment data online

Alerts e.g. End of probation period

Integrated HR and finance data

Plan, monitor and forecast budgets

Seamlessly link to employee personal files

Automated supplier process

Online induction checklist and process

Online management of absence

View organisation charts

Online appraisal process – phased roll out

Access online payslips – phased roll out

Enter mileage, expenses and claim forms online

Update your personal details, such as address/bank details

Request leave – phased roll out

Update your competencies and qualifications

System rationalisation

Systems being replaced with the move to ERP Gold	
CCC and NCC Group	**MKC and MKDP**
E-Business (Oracle)	ESS and MSS
Collaborative Planning	MDEFS
LGSS E-Forms (the portal used for forms mileage and expenses submissions, supplier and customer maintenance)	SAP ERP
	Business Objects
A number of forms on Lets go direct will move to ERP Gold inc HR forms	Information@work: vendor invoice repository

The transition from these systems will be clearly communicated and these plans are being defined now in readiness.

Communication campaign

- 350 people across all organisations form the ERP Gold Network

- They are receiving early communications messages, the first e-learning module to review and collating questions from their services

- Questions are being logged and the key themes reviewed so ensure they are included in the communication campaign

- Articles are being written to cover these, and published to an e-magazine

- E-magazine has been shared with ERP Gold Network members to gather their feedback. We will use this to revise the e-magazine before distributing to all organisations.

- There will be a full campaign to all staff July 2017 – including demos and support from LGSS colleagues

- Intranet pages will be updated for all three organisations

Learning to use ERP Gold

- E-learning modules are being developed
- These will be available at least 1 month prior to starting to use the process on ERP Gold
- Each takes a maximum of 15 minutes – with one taking only 3 minutes
- The end user will only complete the modules relevant to your job
- E-learning is available 24/7 and via any internet connection

Learning to use ERP Gold

The e-learning modules being developed are:

– Basic ERP Gold navigation

– Viewing updating personal data including viewing your payslips

– Inputting expenses / mileage claims

– Requesting annual leave and other absences

– Raising requisitions and good receipting

– Raising a sales order

– Entering sickness

– Managing your budgets using Budget Books

– Using Financial Management Centre