

**ERP GOLD PROGRAMME – HALF YEARLY UPDATE**

**To:** LGSS JOINT COMMITTEE

**Meeting Date:** 20th August 2020

**From:** Mark Ashton, Interim Managing Director

**Purpose:** To provide an update on the ERP Gold Programme for 2019/20 and a summary of the key deliverables for 2020/21.

**Recommendation:** The Joint Committee is asked to note this update, with the next half yearly ERP Gold Programme update in February 202.

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## 1. BACKGROUND

- 1.1 ERP Gold is an integrated system, a customised version of Unit4 Business World and used by all LGSS partners for Finance and HR/Payroll.
- 1.2 It was agreed by the Joint Committee that updates to the Joint Committee would be provided through six-monthly Review Reports.
- 1.3 This update outlines the progress made on both the ERP Gold Programme for 2019/20 and the projects approved by the Business Systems Board for 2020/21.

## 2. SUMMARY OF THE KEY DELIVERABLES FOR 2019/20

- 2.1 Good progress was made with a range of developments and other system improvements. Governance arrangements are well established, with the Business Systems Board (including Deputy 151 Officers from all three partners) providing strategic leadership and decision making for the ERP Gold Programme in alignment with strategic priorities for LGSS and its partners. See **Appendix 1**

2.2	Key Deliverables 2019/20	Status (Due)	Progress Update
	Disaster Recovery (DR) - ERP Gold & BizTalk	Overdue (Q1)	BizTalk is used to process ERP Gold inbound and outbound interfaces. BizTalk DR test planned for April 2020 was postponed due to COVID 19, rescheduled for July/Aug 2020.  ERP Gold DR Test is due after the Upgrade to 6.5. Planned for May 2020 but delayed due to COVID 19. Rescheduled for Jun/Jul 2020 (Last tested March 2018).
	Interface Improvements	Complete (Q1)	Replacement of a manual process for all Accounts Payable and Accounts Receivable interfaces. Providing a fully automated self-service solution giving control to the departments so they can process files as required and deal with errors in a timely manner.
	Interim Supplier Invoicing Process	Complete (Q1)	Changes to how suppliers receive purchase orders and invoice was implemented successfully, replacing the Tradeshift portal.
	Making Tax Digital (MTD)	Complete (Q2)	Technical Solution has been deployed. First submission completed in December 2019.
	Upgrade 6.5 & Payroll Patch	Complete (Q4)	ERP Gold successfully updated to v6.5 and 2020 payroll patch successfully deployed with no issues. A newer version of MTD was also deployed.
	Contract Register (NCC & CCC)	Complete (Q4)	New configuration for a Contracts Register has been successfully implemented into ERP Gold and is ready to use.

		Note: Roll out delayed due COVID 19. Rescheduled for September 2020
Payment & Deductions (P&D) and Back Pay	Complete (Q4)	New P&D and Back Pay configuration successfully implemented ready for use in 2020/21.  This new configuration should see a reduction in issues in relation to P&D and Back Pay accounting for 16% of the total incidents raised with Business Systems for HR Payroll in 2019/20.  It has also removed manual workarounds and reducing processing times from between 1 and 2 hours to 5 minutes.
Off Network Access	Complete (Q4)	Off Network Access solution is live and ready to use.  Note: Soft launch and roll out postponed due to COVID 19. HR/Payroll to confirm plan and dates

### 3. SUMMARY OF THE KEY DELIVERABLES FOR 2020/21

3.1 The Business Systems Board has agreed that the ERP Gold Programme for 2020/21 will focus on migrating ERP Gold from on premise to a cloud hosted solution and upgrading the system to the latest version (7.6), which is vital in future-proofing ERP Gold for LGSS and its partners. In addition to this, LGSS will be implementing ERP Gold for the Future Northants and Children's Trust Programmes.

Key deliverables for the programme are now either On Track (green) or in the Prospect/Planning phase (grey).

3.2 There is just one exception to this relating to Disaster Recovery (DR) which is overdue:

- The DR testing for BizTalk planned for April 2020 was postponed due to COVID 19 and rescheduled for July/Aug 2020. Confirmation received from IT that a Biztalk DR failover from NCC to CCC was completed and this is the first time this has happened, so a positive step forward. IT are to progress to the next stage and complete tests which will confirm a successful DR failover.
- ERP Gold DR failover test took place on 20th June 2020 but failed to complete.

An assessment report for the ERP Gold DR was presented to the Business Systems Board on 16th July 2020.

Although many of the tests and checks failed, the DR test has demonstrated that the disaster recovery of the ERP Gold application itself is working and the failures are due to infrastructure and network issues. This is primarily due to changes that have taken place in the CCC network since the last ERP Gold DR test (March 2018).

IT have advised that should ERP Gold be required to failover in live, there would be some disruption but this should be hours rather than days.

The current infrastructure will be replaced in November 2020 when ERP Gold is migrated to the cloud and will be managed by QTC. "DR Always On" will be in place and will be tested

prior to go live. This set up will be less complex and removes any interdependency and reliance for the LGSS partners on other partner networks e.g. if there is an issue in CCC, MKC and NCC would not be impacted.

The board expressed their disappointment in the outcome but accepted that the effort required to complete another DR test would not be best use of resource at this time especially as the migration to cloud was only 3 months away.

The decision was made by the Business Systems Board not to complete another test and accepted the associated risks. Any risks are short term due to the ERP Gold migration to a cloud hosted solution in November 2020.

### 3.3 Key Deliverables for 2020/21

Key Deliverables 2020/21	Status (Due)	Summary
Disaster Recovery (DR) -BizTalk	Overdue (Q1)	Complete BizTalk DR test planned for Jul/Aug 2020
ERP Print	In Progress (Q1)	New Print Contract for NCC & CCC. All phases delivered successfully without incident. Outstanding - AP Cheques and P60s sign off slightly delayed and due to be completed in July 2020
Cloud Migration and Upgrade 7.6	In Progress (Q3)	<p>A Detailed Business Case for moving ERP Gold to a cloud hosted platform was approved by the Business Systems Board on 16th December 2019.</p> <p>Contract was awarded to Quick Think Cloud (QTC) in April 2020 following a robust procurement process for a two year term plus a two year extension (2+2). This project also includes an upgrade to the latest version of the software (M7.6).</p> <p>The Technical Implementation and system testing is complete. User Acceptance Testing started on 3rd August 2020.</p> <p>Go live is planned for November 2020</p>
Children's Trust	In Progress (Q3)	<p>As part of the planning for the transition of Northamptonshire Children's (Social) Services from Northamptonshire County Council (NCC) to a new Children's Trust (CT), a requirement for a new client in ERP Gold (as well as other business systems and interfaces) were due to go live in July 2020 but was paused due to COVID 19.</p> <p>Formal approval was given in June 2020 to re-initiate the project and go live is now planned for</p>

		the beginning of November 2020.
Future Northants – ERP Gold Implementation	In Progress (Q4)	<p>A requirement for two new clients in ERP Gold (and interfaces) for the Future Northants Programme has been confirmed with a go live for April 2021.</p> <p>This is an extremely complex project with the split/disaggregation of NCC and the onboarding of 7 District and Boroughs (D&amp;Bs).</p> <p>The project is split into two technical delivery phases; 1 NCC split/disaggregation and 2 Onboarding District &amp; Boroughs (D&amp;Bs).</p> <ul style="list-style-type: none"> <li>• Technical Phase 1: must be implemented by April 2021</li> <li>• Technical Phase 2: assessment, options and recommended approach of the technical aspects of onboarding D&amp;Bs taking into account magnitude, complexity and risk has been completed. The FN Project Board have approved to progress with delivering D&amp;Bs onboarded (Inc. full HR &amp; Pay) for April 1st 2021'; accepting/managing risks identified and dependencies (specifically resource related); agreement to delivery of only the “Must Haves” (including absolute minimal Open Items) for Financials for Day 1.</li> </ul>
Mileage & Expenses	Planning (Q4)	<p>Mileage and Expense (M&amp;E) claims for CCC, NCC and LGSS Law are currently processed through an online portal delivered by OutSystems.</p> <p>The contract with OutSystems is due to expire on 31st March 2021 following a period of extension.</p> <p>Options Appraisal was completed with a recommendation to replace the current solution with ERP Gold and this project now moves into planning with a go live date either before or during Q4.</p>
Off Network Access	Prospect (Q4)	<p>To enable council employees to access ERP Gold where they do not have a network login, an Off Network Access Solution has been implemented (April 2020) using authentication software called Auth0.</p> <p>The contract for Auth0 expires on 14th March 2021 following a 12 month of extension. It is assumed that a further extension and procurement waiver would not get approval and therefore it is not possible to continue “As Is” after March 2021.</p>

		The options available to offer off network access have changed since Auth0 was implemented and an Options Appraisal is now in progress lead by LGSS Digital to review and recommend the most suitable solution to provide off network access to ERP Gold.
HR Forms for Schools	On Hold (TBC)	Development is on hold awaiting outcome from the LGSS Review.  Significant effort (time and cost) is required to continue, with significant business change for schools therefore the Business Systems Board requested development was paused while LGSS services and operating model was under review.
ERP Gold Interface & Integration Review	Prospect (TBC)	ERP Gold Interface & Integration Review is in progress with IT services.  There is a mix of 3rd party solutions which currently deliver the business need currently, namely BizTalk and MOVEit (alongside web services as part of ERP Gold itself).  There are approximately forty (40) separate live integrations with new integrations planned including Children's Trust and Future Northants Programme. The current solution is stable however there are a number of elements triggering a need for a strategic review of the integration solution.  It should be noted that it is not expected that any significant changes will be implemented in 2020/21 as this could put the whole programme at risk.

### 3.4 ERP Gold Development Freeze – 1<sup>st</sup> July 2020 to 31<sup>st</sup> March 2021

A change/development freeze is normal practice to ensure control/stability of solution testing during testing cycles of any given project where appropriate (i.e. system upgrade, significant development). This looks to ensure that changes to live service outside of the project are strictly controlled, to not impact or add risk to a project configuration being actively tested. If this is not controlled you can end up “chasing your tail” in test cycles. There is also an added benefit that a change/development freeze protects resources (both technical and business) by ensuring that no other project or development work is being progressed during such defined freezes.

A change/development freeze has been put in place for the ERP Gold Cloud Migration & Upgrade project which started on 1st July and finishing 30th October 2020.

On 7th August 2020 the LGSS Transition Board made the decision to extend this change/development freeze to the end of the Future Northants ERP implementation, 31st March 2021, reducing risks associated with maintaining a fixed and stable development and ensuring that limited specialist resource can be focussed on this priority and extremely

complex project. This will impact all LGSS Partners.

### 3.5 Business Systems Roadmap 2020/21

Whilst this update is for the ERP Gold Programme it is worth noting that there are other key projects and deliverables to be delivered in 2020/21 supported by the same governance structure and resources in place for the ERP Gold Programme. The Business Systems Roadmap 2020/21 captures all approved projects and developments (see snapshot in **Appendix 2**).

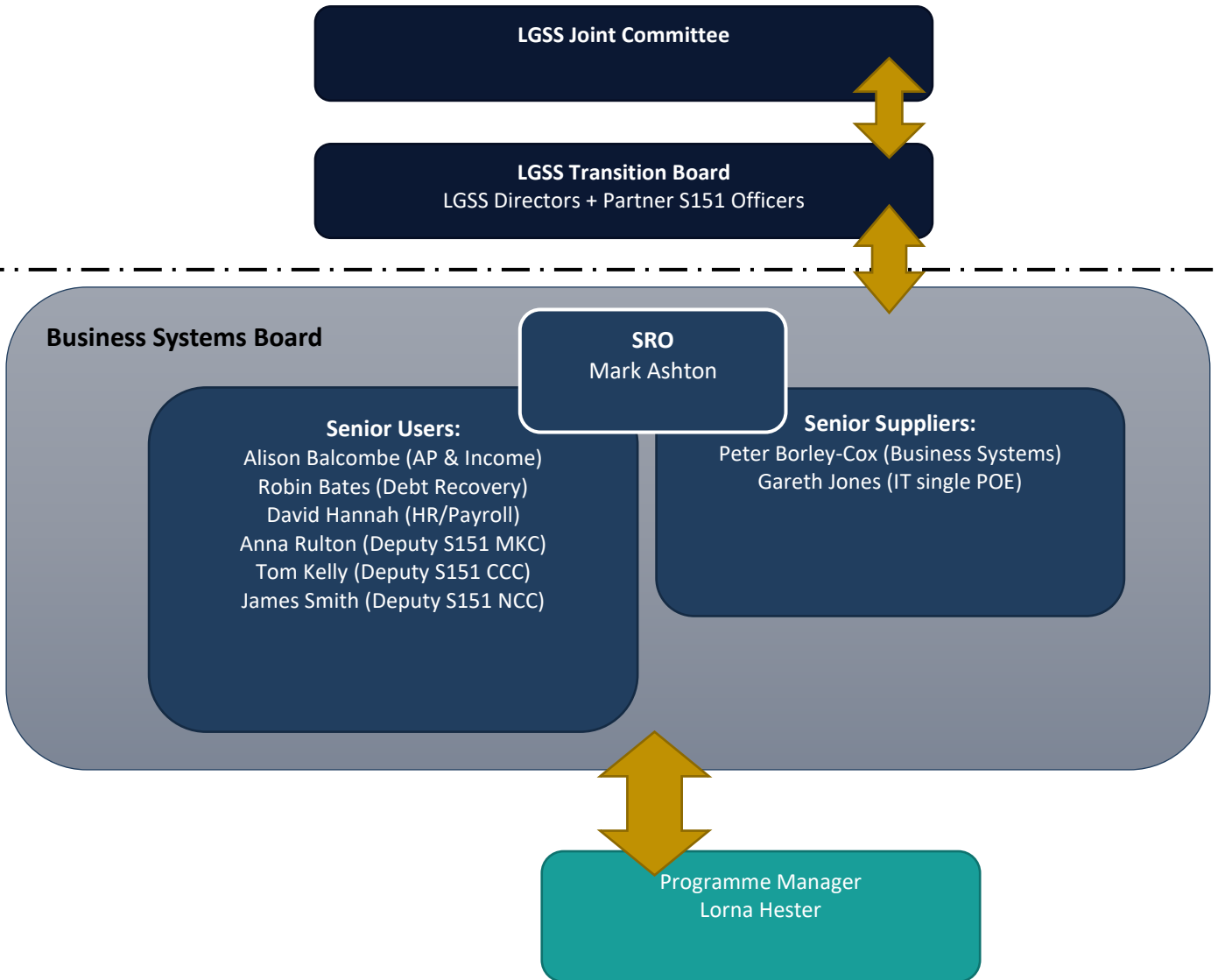
## 4. SIGNIFICANT IMPLICATIONS

As an update, this report is for information only and does not have any significant implications under the sub-headings below:

<b>Implications</b>	<b>Officer Clearance</b>
<b>Have the resource implications been cleared by Finance?</b>	Not applicable
<b>Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement?</b>	Not applicable
<b>Has the impact on statutory, legal and risk implications been cleared by LGSS Law?</b>	Not applicable
<b>Have any engagement and communication implications been cleared by Communications?</b>	Not applicable



























<b>Source Documents</b>	<b>Location</b>
None	Not applicable

Appendix 1 – Business Systems Board Governance Structure





## Appendix 2 – Business Systems Roadmap 2020/21 (Snapshot)

		2020/21				2021/22	
Programme/ Project/ Business Systems	Pipeline	Q1	Q2	Q3	Q4		
= Complete 	Information/ Dependencies						
	<a href="#">Link to Prospect Analysis 2020/21</a>						
ERP Gold Development Programme	Contracts						
	New Business						
							
	Upgrade						
	Infrastructure & Environment						
	Interface						
	HR/Payroll						
Mileage & Expenses							
CivicaPay							
e-Recruitment							
LGSS BACS Bureau							
							
Mileage & Expenses							
CCC Banking Contract							
Oracle Archive	