ERP GOLD PROGRAMME

Briefing Notes from Q2 Update to the LGSS Transition Board

Introduction

As part of the ERP Gold Programme stakeholder engagement strategy, a communications plan has been agreed, which includes the following:

1) Six-monthly Review Reports for the **LGSS Joint Committee**

2) Quarterly progress dashboards to the **LGSS Transition Board** to coincide with end of Fiscal Q1, Q2, Q3, Q4; reviewing: progress, issues and baseline exceptions.

3) Each Quarterly Update to the LGSS Transition Board will be followed by Summary Briefing Notes provided by the Programme Team **to S151s for circulation to CEOs and Directors** in their respective organisation, at their discretion.

Quick Links

The 2020/21 Q2 Update to the LGSS Transition is in dashboard format, and covered the following:

1) Q2 Progress Update

2) Escalations to LGSS Transition Board for action/visibility

3) Work Planned in Next Reporting Period 2020/21

1)   Q2 Progress Update

Overall Programme RAG status this Period: GREEN

The ERP Gold Programme includes several high profile and critical projects for delivery in 2020/21 or early part of 2021/22. Key deliverables for the programme are now either on track, in the planning phase or on hold.

There is just one exception relating to the BizTalk Disaster Recovery (DR). The DR testing for BizTalk planned for April 2020 was postponed due to COVID 19 and rescheduled for November 2020 when ERP Gold migration to the cloud is complete.

Key Deliverables Q2	Status	Progress Update

Disaster Recovery (DR) - ERP Gold & BizTalk	Overdue (Q1)	The DR testing for BizTalk planned for April 2020 was postponed due to COVID 19 and rescheduled for November 2020 when ERP Gold migration to the cloud is complete.
ERP Print	Closure (Q1)	Project transition complete and project moves into closure. Project Closure Report - slight delay due to capacity issues as working multiple concurrent projects

In addition to the ERP Gold Programme, the business system portfolio also includes the CivcaPay Upgrade Project and CCC Banking Transfer Project. Both were implemented during quarter 2:

Phase 1 CivicaPay Compliance Upgrade 17.7 was implemented in September 2020 for NCC, CCC, MKC and NBC. Phase 2 Webpay staff new release will be early 2021. The dates are not yet known by Civica.

CCC Banking transferred to NatWest (from Barclays) on 5th October and project moves into closure.

2. Escalations to LGSS Transition Board for action/visibility

RAID items within the ERP Gold Programme that are Very High for either escalation (action) or visibility (awareness) to the LGSS Transition Board. Items for visibility are being pro-actively managed by the relevant Programme/Project.

Type	Summary	Mitigation	Overall Severity	Escalated to LGSS Transistion Board for action?
Dependency	**Off Network Access** Contract with Auth0 is due to expire 14th March 2021. HR Payroll confirmed that planned roll out will not take place. Only known dependency on an off network solution is now Mileage and Expenses. User analysis has been completed and board decision made to postpone any further work on an off	To implement Unit 4's Expenses Mobile App alongside the existing Mileage and Expenses solution and complete a proof of concept. The mobile app could potentially provide secure access to ERP Gold to submit Mileage and Expenses claims for those users without a corporate account, and this is to be	N/A	No – Visibility Only

		network solution pending proof of concept of mobile apps.	included in the proof of concept. If successful do not replace or replicate the functionality of Off Network Access.		
Risk		**Children's Trust** Risks of delay in receipt of pre-requisite information such as bank account number, SUN, and VAT no BACS Payment can be made without a Service User Number (SUN) It is illegal to produce an invoice or receipt showing any VAT if you are not register fo VAT.	Project manager to keep under urgent review and seek progress updates from NCC Finance and Trust Programme Manager. Bank Account and SUN now received. VAT No still outstanding (as at 22/10/20)	Very High	No - Visibility Only
Risk		**Children's Trust** We won't receive final approval/sign off to 'go' for the Trust. Trust board meeting is on the 20th October, which then goes to the minister on 21st and should get secretary of state seal on 28th October. If "go" is not approved emergency contingency plans must be actioned within very short timescales	Project manager to keep under urgent review and seek progress updates from Trust Programme Manager after each board/decision. Consider emergency contingency plans to reinstate the employment of all staff to NCC and remove client 14 from ERP Gold	Very High	No - Visibility Only

3)   Work planned for Next Reporting Period (Q3 - 2020/21)

The next reporting period will be for Quarter 3 2020/21:

Key Deliverables 2020/21	Due Date	Description

Disaster Recovery (DR) – BizTalk	Q1	Complete DR testing for BizTalk
Print Contract	Q1	Project lessons learned and project closure report. Project closed
Cloud Migration and Upgrade 7.6	Q3	Migrate ERP Gold from on premise to a cloud hosted solution and upgrade the system to the latest version (7.6). Go live planned for 3rd November 2020 **Note: ERP Gold will not be available to users from 29/10 at 4pm to 03/11 at 8am**
Children's Trust – Business Systems	Q3	Implementation of ERP Gold, e-recruitment, Mileage & Expenses and BACS Bureau for the Children's Trust. Note: The Children's Trust will be in place from 1st November 2020. Due to systems downtime required to complete the cloud migration, ERP Gold will not be available to users until 3rd November 2020.

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 Programme.

ERP Gold development freeze in place from July 2020 to March 2021, to the end of the Future Northants ERP Gold Implementation. This will reduce 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 Partners.

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). Transition to live activities are in progress with a planned go live date of 1st November 2020.

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. The project is on track to onboard all councils for April 2021. User Acceptance Testing (UAT) is due to start on 2nd November to 27th November 2020. Key messages to all employees are sent to FN Bulletin & Change Champions. Familiarisation sessions with HR high-impact teams have started. Training approach has been agreed and needs analysis is underway.

Mileage and Expense (M&E) claims for CCC, NCC and LGSS Law are currently processed through an online portal delivered by OutSystems via an e-form. The contract with OutSystems is due to expire on 31st March 2021 following a period of extension. 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.

HR Payroll have confirmed that the development of **HR Forms for Schools** is to remain on hold with no further work planed for 2020/21. HR Payroll also confirmed that there are no plans to roll out the current **Off Network Access** solution as the user base is very low. Only known dependency on an off network solution is now Mileage and Expenses. A user analysis was completed, alongside the option to implement Unit 4's **Expenses Mobile App** (the mobile app could potentially provide secure access to ERP Gold to submit Mileage and Expenses claims for those users without a corporate account). The recommendation to the Business Systems Board was to postpone any work on the Off Network Access Project to replace Auth0, and start development and Proof of Concept of the mobile app. The board supported this recommendation and approval was given on 15th October 2020 to proceed wth a proof of concept.

ERP Gold Interface & Integration Solution will not be implemented in 2020/21 as this could put the whole ERP Gold programme at risk. The current solution is stable however there are a number of elements triggering a need for a strategic review of the integration solution. Project Manager to be assigned in Dec 20/Jan 21 with a planned implementation during 2021/22.

FEEDBACK

Please channel any questions and feedback on these notes through your Deputy S151 Officer, who is a member of the LGSS Business Systems Board.