

	User Lockout	Capita to respond to Internal Audits concerns relating to lack of enforcement around lockout of users.	John Curran will discuss further with internal audit and report on solution/actions to be taken.	Capita		
	Sighting supporting documentation	Capita to respond to Internal Audits concerns in terms of drill down capability when managers are approving purchases.	John Curran will discuss further with internal audit and report on solution/actions to be taken.	Capita		
	Improve Compliance with Key Processes					
	Vendor Management	1. Shared Services write to all vendors advising of processes to be followed in provision of services/goods to the authority. 2. Shared Services write to all Requisitioners/approvers/purchase group approvers advising of responsibilities under Contract procedure Rules and Financial Regulations. 3. Shared Services develop and publish escalation process detailing actions to be taken where there is evidence of non-compliance. 4. Shared Services develop a monthly report that will identify vendors that have not been engaged by the business for a period of 12 months. 5. Shared Services will consult with Harrow business vendor contact and where it is established that vendor is no longer required (e.g. one-time vendor) will remove vendor from system. 6. Shared Services in partnership with Corporate Procurement team to identify opportunities for further vendor rationalisation and potential to engineer savings.	April 2008 - October 2008 April 08 and annual reminder. April 08 and reminder in-line with published escalation process. April 08 and ongoing April 08 and ongoing	Shared Services Shared Services Shared Services ERP technical team ERP technical team	Vendors / client departments advised April 08. Monthly monitoring has shown significant improvement in compliance. Notification distributed in April 08 Notification distributed in April 08 Report developed April 08 First actioned in April 08. Resulted in reduction in vendors from 5,165 to 3,569. Monthly report passed to Corporate procurement for assessment and then instruction on clear down to ERP Technical team	
		7. Assess continued use of blue certificates. 8. ERP technical team to develop monthly report that will highlight duplication of vendors on system. ERP technical team will liaise with Corporate Procurement and determine action to be taken where duplication is found. 9. Internal audit to make recommendations around FB60, to include assessment of separation of duties in relation to current arrangement of processing through Corporate procurement.	As detailed in the Improvement programme. September-08 September-08 Mid July 08	Greg Foley/David Ward Paul Haslam ERP Technical team / Corporate Procurement team Tony Monachello		
	Blocked Invoices	1. ERP technical team develop report to identify blocked invoices. 2. ERP technical team re-issue guidelines to all purchase group approvers on clearance process for blocked invoices. 3. ERP technical team / CAP/CAR distribute monthly report to purchase group approvers. 4. ERP technical team / CAP/CAR distribute blocked invoice report to Corporate Directors in circumstances where purchase group approvers have not cleared previous months blocked invoices. 5. ERP technical team raised mini-campaign. To be incorporated as part of mini-campaign.	April-08 April-08 April 08 and ongoing To be actioned as and when required.	CAP/CAR manage distribution of report to client units. ERP technical team ERP technical team / CAP/CAR ERP technical team / CAP/CAR	Report run monthly. Guidance last issued to the business April 08 Process in place May 08	
	Substitutions		August-08 September 08 & January 09	Corinne Gepp / Harrow Communications team	Part of mini-campaign. Documentation prepared June 08	
	Improve Management Reporting					
	Monthly budgets	1. Capita/Finance to ensure that there is a full set of management reports for monitoring and forecasting through all levels of the organisation. 2. The BW report pack should include the instruction to prepare the forecast on SAP, utilising some of the BW reports (e.g. payroll).	Capita / Finance workshops September 08. TBA	Jenny Hydar/John Curran MI BW lead and Finance teams		
	Reporting where data emanates from ECC	1. ERP technical team to be trained as ERP Super users	April - August 2008	Capita	Harrow MI have to agree Governance arrangements and access rights for newly trained super-users. Super-users trained in May / June 08, Governance issue to be resolved in Sept 08.	

				Jan 09 - July 09	Jo Fitzgibbon/Danielle Kelly/Jan Edwards/Capita	Minimum of three months work to undertake analysis. Will require change request to be actioned for new security roles. Harrow Council to identify funding for additional reporting resource.	
	2. All ERP (Ecc data) reports to be reviewed and assessed with original business owner.			As detailed in Improvement Programme	Jo Fitzgibbon/Danielle Kelly		
	3. ERP technical team to publish details of all ERP reports, process for raising reports and contact details.			TBA	Danielle Kelly / Martin Saunders / Amanda Loneragan / Harrow Communications team/Capita		
	4. ERP (ECC Data) Reports mini campaign			September-08	Chief Executive CSB & CLG		
	Senior management through CSB and CLG to actively demonstrate that the ERP system is to be embraced. Senior management to advise their staff that it is anticipated that all system users will avail of the ERP Healthcheck.			September-08			
	Re-issue guidance on who to contact about what			November/December 2008	ERP technical team		Guide published and distributed in April 08.
	1. Develop and publish Managers Guide to the Organisational Structure			Apr-08	Danielle Kelly		
	2. As part of mini campaign develop bite-size 'Idiot Guides' for each subject area.			Sept 08 and ongoing	ERP Technical team		
	3. Create and publish details of central repository for all ERP help materials.			November-08	ERP technical team/Martin Saunders		
	ERP healthchecks to be developed to envelope new system training for starters and refresher training.			TBA	ERP technical team		
	Planned & Refresher Training					Shared Services to be provided with additional human resources (once requirement identified). Business to establish ERP training budget and transfer to Shared Services. Shared Services to have access to HITS trainers and training facilities. (Note. Council will need to agree internal revenue charging for ERP training courses if ERP Training budget insufficient)	
	Finance training through MDP module.			Likely from December 08	Capita/Finance teams		
	ERP mini-campaign and idiot guides will support business users.			Sept 08 and ongoing	ERP Technical team / Finance team / Harrow Communications		
	1. BTP to establish Licence quota for management within Shared Services.			TBA	BTP		
	2. Establish process by which Licence quotas can be assessed and managed.			TBA	BTP/Capita		
	Axon project to simplify purchasing screens for users			Apr-09	Varsha Daidani/Corinne Gepp		Testing of solution by ERP technical team
	Requisitioning needs to be simplified to help users						
	Improve Value for Money						
	Licence Management						

