

Externalisation of Human Resources and Finance Services

Progress at 20th March 2015

Systems Integration Testing (SIT) and User Acceptance Testing (UAT) and cutover

The first phase of SIT has been completed, with 96% of all tests passed. The defects identified are in the process of being fixed with the remaining tests being retested w/c 16th March. Successful completion of these tests will enable the Project to move to the second phase of SIT on 23rd March. This phase is due to end on 17th April.

UAT is scheduled to commence on 20th April and run for 6 weeks. We are asking for volunteers from across the directorates and schools to participate which will test not only the systems and processes, but validate the guidance documentation being put in place to support our staff.

Cutover plans are being worked on now to ensure that we have plans in place to manage the transition process, and these are clearly communicated to managers and staff.

Business Readiness

Impact Assessment Workshops and Managers Awareness Briefings have been delivered. 13 workshops and 22 briefings were held reaching over 600 managers. A number of impacts were raised and large number of questions were answered from the audience. Positive verbal feedback has been received. Just under 300 questions were taken away and will be responded to through the FAQ format and available to all staff on the intranet.

Targeted employee self-service briefings are scheduled to occur over April and May for those who do not currently use self-service. General employee self-service briefings are taking place over June. Planning of detailed Process Briefings is underway with Hampshire and Oxfordshire. A number of briefing days are planned to occur over June prior to go live.

Volunteer managers' briefings are being scheduled to occur over May.

Testing of data cleaning, access levels and authorisation levels are being established.

Cutover plans are being co-ordinated and communicated to managers and staff.

Staff Consultation

The consultation period ended on the 9th March. The majority of staff in scope are unable to transfer to Hampshire County Council and we are working through a large

programme of seeking redeployment for staff across the County Council. Where it is not possible to redeploy staff they will become redundant at the 30th June, 2015. Support is being provided to all staff through line management support, our Career Transition Service and the Council's Employee Assistance Service. UNISON are fully consulted over all issues affecting staff and Peter Fryer is the nominated UNISON officer for the externalisation programme.

Retained Services

OCC Oxfordshire Customer Services (OCS) Retained Services

There are a number of services that are to be retained within OCS, which are outside of the scope of the IBC service. An OCS Retained Services Project has been initiated to review these services/functions to determine what should continue to be provided, who should undertake the delivery of them, and where in the County Council's structure they should sit. Initiation was agreed by the December 2014 Externalisation Board with the scope covering Council and Schools facing services within Oxfordshire Customer Services that are not part of the IBC scope.

These projects have the following agreed aims:

- Review and optimise retained services that will not make up part of the IBC
- utilising Lean Six Sigma principles where appropriate
- Identify and realise efficiency savings to meet MTFP savings targets for OCS
- Ensure that this review work and any changes aligns with the Impacts Project
- Interactions with IBC work which is taking place at the same time
- Oversee other Hampshire partnership opportunities outside of the IBC
- Manage the cessation of services where appropriate

All changes on these areas as a consequence of the IBC will fall within the OCC IBC Impacts Project.

Impacts Projects

OCC IBC (Integrated Business Centre) Business Impacts Project

The Impacts Project Initiation Document was approved by the Externalisation Programme Board in February 2015 with agreement that progress reporting will be shared with Hampshire County Council on a fortnightly basis for information on how OCC will review and examine the necessary changes on corporate service functions and their interactions with the Hampshire Integrated Business Centre from 1st July 2015 when the services to OCC become operational.

The Design Phase of the OCC On-boarding Project involved nearly 50 process workshops. These workshops focussed on demonstrating the IBC processes and solutions in order to identify gaps in OCC's requirements to adopt the IBC services. The output of this work has been recorded in fit-gap logs for each of the six functional areas, the reference point for which has been the existing set of services provided by the IBC. Each element within the process was categorised as follows:

- **Fit:** the process matches both OCC and HCC , though in some instances a minor change will be required within OCC;
- **Gap:** the IBC solution needs to be modified in order to accommodate OCC or its way of working and the modification will be recommended for all IBC partners;
- **Business impact:** OCC needs to change its way of working;
- **Enhancement:** an opportunity for both parties to improve the way in which they operate.

This Impacts Project is going to focus solely on OCC Corporate Services changes that need to be accommodated from either the **Fit** or **Business impact** element.

The IBC On boarding Project Process Workstream Teams have summarised the combined Workstream Business Impacts elements from the individual Fit Gap logs and have categorised these into the following change requirement; Operating Model, Policy, Process & Procedure, Technology and Other. This segmentation has been graded on the degree of expected impact, High, Medium or Low.

The Project Team is exclusively made up of resources currently involved or familiar with the IBC On–boarding Project. There will be a requirement to access resources from the various OCC Corporate Functions to support the individual Workstream leads to meet their objectives.

19 March 2015