



**Oracle Cloud**

**audit Panel**

**Wyn Thompson – Head of Financial Services, LB Lewisham**

**September 2018**

# roducing the London Borough of Lewisham



ur Organisation

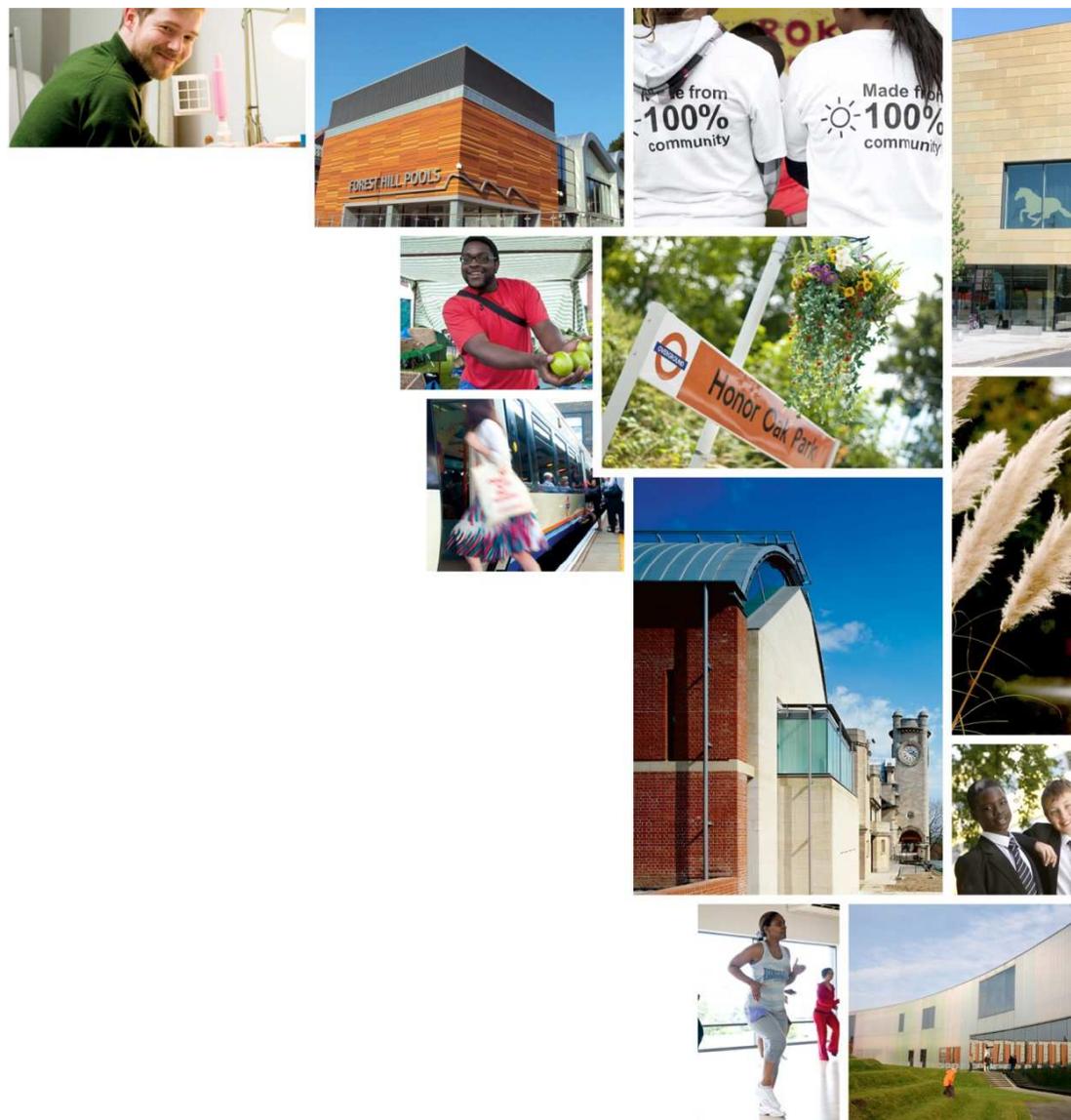
ur vision 'Together we will make Lewisham the best place  
n London to live, work and learn'

ze and make up of the authority

- 13.4 square miles
- Population of circa 306,000 (2016)
- Projected growth to 323,000 (2021) and 357,000 (2031)
- Global borough with 70+ nationalities represented
- One in four residents aged 0–19 years
- Political administration is Labour

umber of users

- 2,300 Council staff
- 5,700 Schools based staff
- 600 Lewisham Homes staff (HR and Payroll services)
- 7,000 pensioners



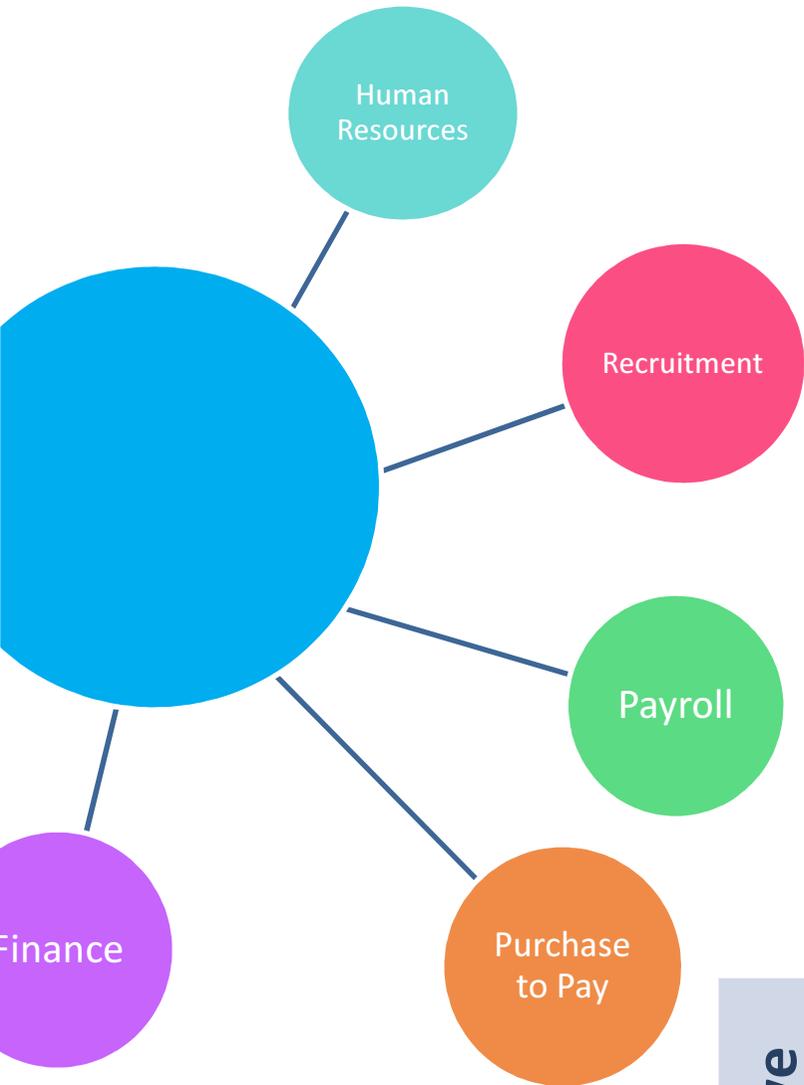
# Our Business Drivers for Change.....



Existing solution and business challenges for Lewisham

- OneOracle platform for Finance and Procurement with 6 (plus 1) other Councils.
- ResourceLink provided by NorthgateArinso for Payroll and HR services – This is a unique position which Lewisham finds itself in....
- Challenges with the configuration, functionality and support of our current Payroll and HR solution
- Resource intensive to maintain accurate records between the two solutions e.g. different coding structures
- Time wasted adapting information to make it meaningful to the end user
- Complex dynamics between partners. e.g. change requests





	May 2018	Summer 2018	April 2019	Summer 2020
Go Live	<ul style="list-style-type: none"> <li>• Purchase to Pay</li> <li>• Cost Centre Management</li> <li>• Recruitment</li> </ul>	<ul style="list-style-type: none"> <li>• Planning Budgeting Cloud Service (PBCS)</li> </ul>	<ul style="list-style-type: none"> <li>• HR Self Service</li> <li>• Payroll</li> </ul>	<ul style="list-style-type: none"> <li>• HR Performance</li> </ul>

# Our Main Drivers for Change.....

Our main drivers for change

- Contracts was due to expire with ResourceLink in March 2018 (now extended for a short period) and with OneOracle in June 2018
- Supports and complements Lewisham's Smarter Working – Better Office Space Programme: An opportunity to work simpler, smarter and create a stronger organisation:
  - Ensuring that our customers remain at the heart of all we do
  - Investing in our workplace – e.g. Laurence House refurbishment
  - Investing in your technology; Office 365, SharePoint, Skype, teleconference facilities
  - Creating a more flexible and agile workforce through behaviour, culture and policies
- Seeking further revenue budget efficiencies from limited resources **£x**



# ***Why We Felt Oracle Cloud was the right Solution***

Lewisham has been in a contractual relationship with the Oracle Corporation since the 1990s –  
Sought to continue and built this into our business case

Finance and Procurement solution on e-Business Suite generally works well

Opportunity to make improvements to management information

Opportunity to standardise, system and business processes – fully integrated ERP

Reduction in system maintenance and support requirements

Building a stronger self-service culture

Supports flexible and agile working

Digital interactions with customers and suppliers

Reducing manual intervention e.g. data entry

Potential cost reductions



# the Programme Team....

Key roles on the Programme –

- Programme SRO,
  - Business lead for each functional area,
  - Functional consultant responsible for each module,
  - Delivery Programme manager,
  - Evosys Programme Manager
  - Supplier Relationship Manager, Change lead, Technology lead, Internal Communication lead.
- Our programme comprises a mix of skills and experience and includes Lewisham staff, Socitm consultants and are matched by Evosys consultants

Governance – SRO, Oracle Programme Board, Programme Teams.  
Following an MSP model with Agile delivery

Stakeholder engagement – Key stakeholders in the Programme Board covering the teams and users affected. Engagement as a corporate programme at portfolio management level through our digital council transformation board.



# ***Where are we on our journey and what are the key learning points for Audit Panel to note....***



What we have completed so far....

- Extensive range of workshops Conference Room Pilots
- Demonstrations and walkthroughs
- Understanding Business requirements
- Organisation impact assessments development
- Developing the change, communication and engagement programme

Key learning points so far....

- Development of a solid working relationship with Evosys, Socitm and Oracle
- Maintain an open and continual dialogue
- Oracle Cloud solution is a new product, still evolving – Evosys consultants have sound product knowledge and have been an effective critical friend.
- Take time to understand the end-to-end solution and the enormity of cultural shift
- Important to challenge existing business processes. We have done this with the functional leads, Socitm and Evosys consultants e.g. Adopt vs Adapt



# *here we are starting to understand how the product will help us realise our benefits*



have developed a set of core principles:

The scope of the programme will not only cover the implementation of the new solution, but also other related systems and the culture change required to make the new system a success. In particular we intend to:

- Ensure that ongoing support and training arrangements are considered early in the programme
- Create an expectation that ALL staff will use the new system with no additional input from business support

benefits to be realised:

- Revenue budget savings from Finance, HR, Business Support and IT etc.,
- Better financial forecasting
- Better supplier management
- Better workforce planning
- Reduced burdens on business support
- Improvement in key SLAs (e.g. days taken to process payroll changes)

