

Shared Services Bulletin

Inside Government Shared Services

Issue 8 – March 2009

CabinetOffice

Shared Services - 'Nearly There'



The Cabinet Office (CO) is getting ready to migrate our HR, payroll, finance and procurement transactional services to DWP.

Go-live is scheduled for Monday 6th April, subject to satisfactorily concluding our testing of connectivity, security, data, processes and services. In parallel with that testing, we are busy preparing CO staff for the change and finalising the service governance and management arrangements with DWP.

Preparing CO HR and Finance

Never under-estimate the pressure a shared services project places on the in-house HR and Finance functions. The staff in CO HR and FEM have been working very hard over some months to re-shape their organisations, re-develop policy and user guidance materials, conduct knowledge transfer with DWP and participate in user testing – as well as maintaining business-as-usual services!

Preparing the services

We concluded the design of the services with DWP last year. A key aim was for CO to take the “standard” service wherever possible. Within the scope of service there are over 200 processes, of which only around 30 will be tailored or custom built for CO. We are now just finishing user testing of these processes.

A key area of “new ground” for the project has been building the technical connections across the GSI to enable CO users to access the DWP system. This has been complicated by the developing security accreditation standards, and the fact that DWP and CO are at different security levels. We are currently testing to the CO and No.10 desktops.



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Preparing CO staff

The Cabinet Office is a very diverse organisation. Recognising this, we have worked with Implementation Managers in each Management Unit to identify the impact of the new processes, and to develop specific local plans. We have also held regular one-to-one meetings with the Management Unit Heads to ensure they are on board and have had the chance to raise any concerns.

Awareness-raising meetings, supported by a video, have been held during February in every Management Unit, and these will be followed up by training during March.

Managers with staff will receive up to 2.5 hours of classroom-based training, and everyone else will attend 1- hour briefings in their units.

A “practice” package for the most common processes will be made available through the CO intranet. Specialised training will be provided to professional users in HR and Finance and to others according to their roles (e.g. budget holders).



When the services go live, people will have access to a wide range of support.

Every Management Unit has identified local Super-users who are receiving special training.

DWP will provide “floorwalkers” to provide specialist help for the first few days.

There will also be lots of on-line guidance available both through the Cabinet Office intranet and also within the DWP system.

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After go-live

On April 6th, one journey will finish and another one will start, as we work with DWP to embed the services. A key aspect of this journey will be the settling in and maturing of the service governance and management mechanisms. The creation of the Service Agreement between CO and DWP has been a major area of work which will become the formal basis of the on-going relationship.

Recycling our experience

We are putting together a toolkit to assist other government departments considering a third-party service provider for corporate services.

We aim to pass on good practice from the COSS project from a customer's perspective. This guidance will be available via the Cabinet Office website from May 2009, and will include:

- An overview of the customer journey through its phases and stages.
- A typical project plan and resource profile.
- Team composition, roles, job descriptions and key skills.
- Samples of key products with a commentary on their use.
- Critical success factors and lessons learned from the COSS project.



If you have anything that may be of interest to the team or would just like to learn more about the project

please contact Janet Wilkes at

janet.wilkes@cabinet-office.x.gsi.gov.uk

or on 0207 276 2088.

Sharing for Successful Delivery

www.cabinetoffice.gov.uk/cio/shared_services.aspx

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Welcome to the Shared Services Newsletter

Hello and Welcome to the latest edition of the Shared Services Bulletin.

We start with news of the imminent arrival of Shared Services at the Cabinet Office. On Monday April 6th we will begin receiving our routine HR, Finance and Procurement services from our colleagues at DWP who already serve the needs of 118,000 plus customers within DWP. Our Cabinet Office colleagues in the implementation team have written about their work to date and we shall follow up the 'Going Live' experience and lessons learnt in our next edition.

The team and I have also been working with colleagues at HM Treasury on the Operational Efficiency Programme. You can find out more about this work and the background by visiting www.hm-treasury.gov.uk/vfm_operational_efficiency.htm The programme will report at Budget 2009 and inform the Governments Value for Money framework for the next spending review. We hope that their recommendations will expand the opportunities for the use of Shared Services within Government.

We have also been bringing the Govt Shared Services Directors together on a quarterly basis to discuss common issues. We will feed back to you in the next edition in detail on the work that has come from this. In particular the work being done to trial some benchmark measures for Shared Service activities and the follow up activity from a World Cafe event that is improving shared services across Government.

That's all from me for this edition. I hope you all get the chance for some rest and relaxation over the Easter holidays.

Happy Easter from all of us.

Jo Clift
Head of Pan Government Shared Services

Are you a member of the Government IT Profession ?

The Government IT Profession brings together all IT professionals working across the UK public sector – UK Government departments and agencies, Local Government the Health sector, the Emergency Services and right across the wider public sector. This community stretches from new entrants through to the members of the Chief Information Officer Council.

The aim of the Profession is to create a joined up, Government-wide IT profession which provides IT professionals with a career of mutual benefit to the individual and the government.

If you have not already, join up here

www.cabinetoffice.gov.uk/cio/itprofession/registration.aspx

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Welcome

Chris O'Connor

**Director for DfT
Shared Services**



Chris O'Connor is Director of Shared Services for the Department for Transport.

Since he took up his post in July 2008, Chris has overseen the successful migration of the Vehicle and Certification Agency to Shared Services, and is preparing for the migration of the Highways Agency (HA) HR and Payroll this April. The Maritime and Coastguard Agency is also to migrate at some point in the future.

DfT Shared Services is enabled by a SAP platform and supported by a single Shared Service Centre (SSC) based in Swansea. There are currently 225 people employed in the SSC, serving a customer base of around 11,000 from the Vehicle and Certification Agency, Driver and Vehicle Licensing Agency, the Driving Standards Agency and the DfT central operation.

Chris joined the DfT from the City of Bradford Metropolitan District Council where he was Director responsible for the Bradford-I Business Transformation Programme which delivered Finance, HR, Procurement and ICT services to more than 20,000 employees. Prior to this he was in various senior roles with Agilent Technologies and Hewlett-Packard. He said: "It's an exciting time for shared services within DfT. We are welcoming the Highways Agency in April, as well as expanding our existing services for our current business units.

"We have seen steady improvements across all our functional areas, and continue to see an upward trend in our performance. DfT Shared Services is an exciting place to be right now, with strong performance improvements, new Agencies migrating and the Maritime and Coastguard Agency working hard towards a migration date. "

He added: "We are developing as an organisation and delivering real business change."

You can contact Chris at:
chris.o'connor@dft.gsi.gov.uk

DfT

Department for Transport

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Congratulations MoD Finance Shared Services

At the **Whitehall and Westminster World Civil Service Awards 2008** The Ministry of Defence's **Financial Management Shared Service Centre (FMSSC)** won the Financial Management Award for their outstanding work in centralising and improving the MOD's accounting systems.

Based in Liverpool and Bath, the FMSSC oversees accounting and bill paying processes for the MOD. Its introduction in 2007 marked a major change to the Department's massive and complex financial management requirements, centralising its accounting system for the first time.

The FMSSC provides detailed accounting information to MOD's finance community - which involves paying out £20bn per annum against some five million invoices and deals with around 23,000 external suppliers. The majority of these are medium or small-sized businesses providing both goods and services to support the Armed Forces in the UK and overseas. Over 99 per cent of correctly presented bills are paid within 11 calendar days."

"Thanks to the FMSSC budget managers across the Department now have access to real time accounting information particular to their individual areas from their workstation.

The awards were presented during a glitzy ceremony in London on 26 November 2008, attended by the Prime Minister.

Prime Minister Gordon Brown said the award winners deserved to be celebrated for their hard work and were a reminder of why the UK civil service had a "world class reputation". "The civil service awards are a showcase for the achievements of people who work hard everyday to serve the public," he said. "I am delighted to have the opportunity to add my personal thanks to all those civil servants who work so diligently, often behind the scenes, to provide effective services across the country."

Sir Gus O'Donnell, Cabinet Secretary and head of the Civil Service, paid tribute to the winners. He said: "The Civil Service Awards highlight the depth of talent that exists across government and shows that the modern civil service is a place of great ideas, efficient delivery and skilled individuals committed to the highest standards of public service."



Members of the MOD Financial Management Shared Service Centre pictured with Sir Gus O'Donnell (far left), and television news presenters Samira Ahmed and Dermot Murnaghan [Picture: Crown Copyright]

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A new Benchmarking programme for IT

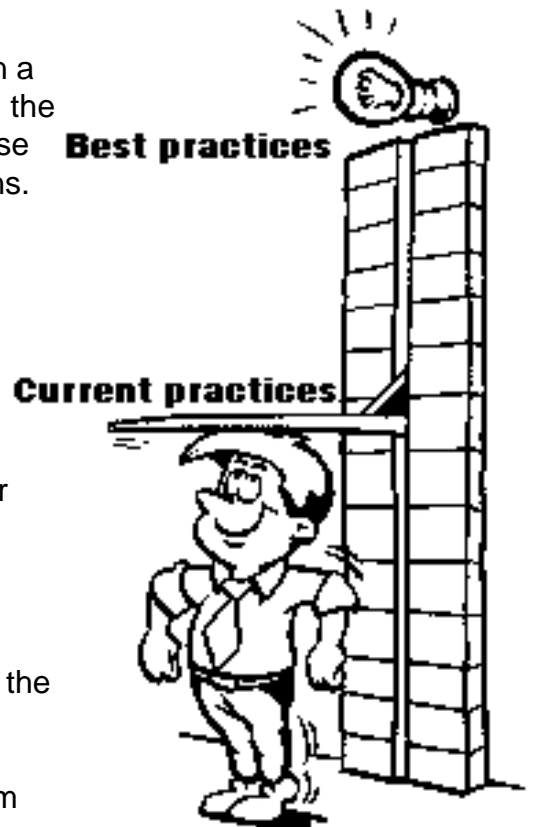
Late last year the Cabinet Office also embarked on a programme of IT benchmarking in association with the CIO Council. This programme is in addition to those already running for the HR and Finance professions.

Each participating Department has benchmarked against peer organisations (not necessarily other Government Departments) to examine their IT business benefits, capability, efficiency and effectiveness.

Each Department will receive feedback on whether their IT capability is geared towards the strategic objectives of their organisation.

An action plan will then be developed for each Department and the overall results will be fed in to the forthcoming IT Strategy for Government.

If you wish to find out more then please contact Tim Lewry at Tim.Lewry@Cabinet-Office.x.gsi.gov.uk



Staff News – Welcome Ivana



In December last year we said goodbye to Sybil Simon who had provided valuable support for the team since January 2007. Sybil has moved on to a permanent post with the LB Haringey in the Chief Executives office.

In January we welcomed Ivana Gordon to the team as our new Communications Manager. Ivana has a wealth of experience in the Cabinet Office and has made a great start by getting the team pages set up on Civil Service Wiki (more of this at a later date). In addition to her communications role she will also lead on events co-ordination and act as Jo Cliff's diary manager.

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Dates for your Diary

Shared Services Briefing

30 April 2009

Admiralty Arch

9.30 to 12.30

Open to Government stakeholders only

Please contact Ivana Gordon for details at

Ivana.Gordon@Cabinet-Office.x.gsi.gov.uk

Shared Services Briefing

16 July 2009

Admiralty Arch

9.30 to 12.30

Open to Government stakeholders only

Please contact Ivana Gordon for details at

Ivana.Gordon@Cabinet-Office.x.gsi.gov.uk

DID YOU KNOW?

Our Toolkit and Guidance for help during the Shared Services 'journey' is available online
Please visit our site at : www.cabinetoffice.gov.uk/cio/shared_services.aspx

The presentations and outputs from previous Shared Services briefings are also available on line starting line from February 2008 onwards . You can view them here:

www.cabinetoffice.gov.uk/cio/shared_services/team_briefings.aspx

Would you like to contribute?

Is there an article or an issue you would like to see included in a future newsletter?

Please get in touch.

Tell us what you think of this newsletter

Send your feedback to

Shared.Services@cabinet-office.gov.uk



Sharing for Successful Delivery

www.cabinetoffice.gov.uk/cio/shared_services.aspx