
Report to Performance and Finance Scrutiny Committee

9 September 2022

Smartcore Programme completion and funding – Focus for Scrutiny

Report by Director of Law and Assurance

Summary

The Business Planning Group (BPG) of the committee requested that a report be presented to the committee to scrutinise the progress of the project in meeting its objectives and implementation timeline. The committee also scrutinised the urgent action decision taken in July (OKD12 22-23) for a variation of contract terms. At that committee meeting additional information was requested to be included in this progress report (para 1.4).

The report attached at Appendix 1 is the draft decision report seeking approval for the resource requirements to complete the Smartcore Programme. Also included is an up-date report out-lining the project overview and development as requested for scrutiny.

Focus for scrutiny

The Committee is asked to consider the attached report. Key lines of enquiry for scrutiny include:

- That the committee supports the draft decision in relation to the Smartcore resource requirements and makes any recommendation to the Cabinet Member for Support Services and Economic Development ahead of the decision being taken
- Project is on-track to achieve the outcomes and benefits identified
- Costs and timeline of the project have been managed and monitored to ensure the project is implemented within timescales and budget
- An implementation plan is developed including staff engagement and training
- Performance targets have been established to monitor on-going effectiveness and efficiency of the new system

The Chairman will summarise the output of the debate for consideration by the Committee.

1. Background and context

- 1.1 Cabinet Member decision [ECR01 19-20](#) approved the commencement of a procurement process in November 2019 for services to deliver a replacement business management system for the Council (the SmartCore Programme).

- 1.2 A contract was awarded to Entserv UK Limited (trading as DXC) ("DXC") in June 2020 for DXC to be the Council's contractor for the transition from SAP to Oracle Fusion.
- 1.3 The committee's Business Planning Group (BPG) agreed in December 2021 to include scrutiny of the Smartcore programme on the committee's work programme for September 2022. Since that time the progress in achieving the programme has been monitored through service up-dates provided by the Director of Finance and Support Services at BPG meetings.
- 1.4 The committee in July scrutinised the urgent action decision for a variation in contract terms. At that meeting it was agreed to include more details on the objectives of the programme, hypercare/middleware/data migration, full costs and anticipated benefits (value for money) and learning points in the report attached as Appendix 1.
- 1.5 The background and context to this item for scrutiny are set out in the attached report.
- 1.6 The delivery of the SmartCore programme supports the delivery of the West Sussex Plan, specifically making best use of resources.

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Appendices

Appendix 1 – Smartcore Programme completion and funding including the overview and project development

Background Papers

None