

## **Progress update – Digital Business and Insights (DB&I) Task Group**

Purpose of report: To provide the committee with an update on the work of the Digital Business and Insights (DB&I) Task Group and to outline next steps.

### **Introduction:**

1. The DB&I Task Group was established in October 2023 to examine the work of the project to replace the SAP ERP with the MySurrey system procured from Unit4. The intention was to conduct a ‘Lessons Learned’ analysis to distil any useful insights that could guide future work, understand the challenging areas of the project and help improve processes to safeguard against any future risk.
2. The group has undertaken a number of interviews with key witnesses, the last of which are due to take place in early May 2024. The task group has focused on interviewing senior representatives across different aspects of the programme who are best placed to provide a strategic view and reflections on lessons learned.

### **Task Group Aim and Focus**

3. The primary aim and focus of the Task Group is to understand what factors contributed to the delay in implementation of the Unit4 product, the additional cost to the Council, and what could have been done differently to improve the outcome, with benefit of hindsight, and to provide additional suggestions that may benefit other similar projects in the council. Several key issues have emerged from witness sessions as priority factors behind the delay and additional costs that the Council incurred.
4. The group is developing its conclusions and recommendations, which are intended to benefit Surrey County Council for future programmes and may be considered by other authorities looking to implement new ERP systems or on programmes of a similar scale and complexity.

### **Timeline of final reporting**

5. A first draft of the report is due to be considered by the group on 13 May 2024, after which it will undergo a process of review and refinement. This will include sense-checking conclusions and recommendations with key stakeholders, including the Chief Executive and lead Cabinet Member prior to finalisation.
6. The aim is for the report to be finalised by the end of May with a final accuracy check completed early in June. The report will then be considered by the Resources and Performance Select Committee at an online session scheduled for Monday 10 June, at which the committee will be invited to note and endorse the group's recommendations. Subject to this, the report is to be submitted to Cabinet for the June meeting (timings below).
  - i. Final report submitted to Cabinet: Wednesday 12 June
  - ii. Final report published with Cabinet agenda: Friday 14 June
  - iii. Cabinet meeting where report is discussed: Tuesday 25 June

### **Recommendations:**

7. That the Resources and Performance Select Committee:
  - i. Notes the timings for finalisation of the group's work and completion of its final report;
  - ii. Endorses the proposal that the report be considered by the Resources and Performance Select Committee at a special online meeting arranged for Monday 10 June 2024; and
  - iii. Notes the proposal for the Cabinet response to the report to be considered at the next public session of the Resources and Performance Select Committee on 18 July 2024.

### **Next steps:**

Report to be shared and confirmed with stakeholders according to the above timeline.

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**Report contact**

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**Contact details**

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**Sources/background papers**

[Digital Business & Insights \(DB&I\) – Status Report And Lessons Learnt Approach](#)

[Minute 32/33 - Digital Business & Insights \(DB&I\) – Status Report And Lessons Learnt Approach](#)

[Audit & Governance Committee – Recommendations Tracker 13 March 2024](#)

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