

**DERBYSHIRE COUNTY COUNCIL****SCHOOLS FORUM****12<sup>th</sup> June 2014****Report of the Strategic Director for Children & Younger Adults****SAP in schools****1. Purpose of the Report**

To update the Schools Forum on the progress of the roll-out of SAP to Derbyshire schools as a replacement for the DSAS system.

**2. Background**

The DSAS system, which was developed by the Council over 20 years ago, has met the strategic purpose of maintaining a single method for schools to exchange human resources, payroll, finance and other data with the Council's core business systems. DSAS has been the key platform by which schools have been able to discharge their delegated financial responsibilities and the Council its legal obligation of reflecting spending and income relating to maintained schools in its annual accounts.

Critically, risk of technical failure was increasingly sharp and the cost of keeping pace with changes in law, regulation and policy within DSAS was prohibitive when compared with off-the-shelf systems such as SAP. In 2009 an options analysis concluded that a replacement for DSAS must be found. Given that the Council had invested in SAP, the most effective course of action was to explore the suitability of SAP for schools as soon as it had been implemented in the Council and settled into reliable operation. Initial investigations indicated that all but a few of the existing DSAS functions could be provided by the SAP system, and that alternatives to those lost functions would be relatively simple to achieve. Additional benefits in terms of access to online ordering and invoice processing and more timely and detailed reporting could also be provided through the SAP system.

In addition to replacing core DSAS functions, SAP provided additional functionality in relation to purchasing and paying for goods using SAP OrderPoint, the online ordering system, and electronic invoice management capabilities to provide online scrutiny, approval and processing of invoices. Only one function could not originally be delivered by SAP namely the provision of an inventory. However a satisfactory alternative was available and work was carried out to bring the function into SAP during the course of the roll-out programme.

Following the Council's implementation of SAP in April 2010 and a period of stable operation, attention returned to the project and the original assumptions and findings.

During late 2011 a significant schools' stakeholder consultation, known as the 'SAP Showcase Events', attended by over 250 Derbyshire schools, indicated there was a strong preparedness to proceed with a project to migrate schools to the SAP platform. In June 2012, following further testing of SAP, Cabinet gave approval for a pilot scheme to test SAP in 16 schools to ensure that it could provide the administrative, finance, payroll and reporting services required. The pilot was run successfully from October 2012 and all the essential functions were working well. Following the successful outcome of the pilot scheme approval was given by the Council's Cabinet on 27<sup>th</sup> November 2012 to commence a wider roll-out of SAP to Derbyshire schools.

### **3. Roll-out Progress**

The migration of all schools to SAP commenced in April 2013 and was concluded successfully in February 2014 with all schools that previously used the DSAS system now using SAP for procurement, financial and payroll processing activity. Appendix 1 details the phasing of the rollout programme.

All school staff affected by the transition were invited to attend appropriate classroom based training, relevant to their role within system, which was delivered on a modular basis. Each school attended for 5 days of training which included Head Teachers, Bursars and Finance Administrators who all continue to have roles similar to those previously held within DSAS.

Refresher courses have been offered where required and supplementary courses are currently on offer to all schools in two particular areas identified as requiring additional training; unpaid leave and reporting. There is also a full programme of the original 5 courses which is available to any new staff taking up a relevant post or existing staff taking on a new role in a school.

Advice, preparatory work, training and technical support was available to all schools during the implementation phase of SAP from a dedicated team of trainers and support staff resourced from existing Council workforce and supported by existing Council SAP teams. This level of support will continue until 31<sup>st</sup> July 2014 when a new arrangement will be in place as detailed in Section 4 below.

All support queries taken by the team were logged and the volume and trend of these calls is shown at Appendix 2.

More recently a number of technical issues have been encountered at some schools, most of which have been identified as a web filtering issue for those schools using the Capita filtering service. A fix is now available for these schools and instructions on making the necessary additions to their PC settings have been issued. Others that are experiencing performance issues but are not part of the EMPSN contract are being offered advice on a school by school basis; however their technical support

arrangements for Internet connectivity to Juniper and internal PC settings are outside of the Council's control.

Schools are accessing SAP using the Council's Juniper VPN (Virtual Private Network), which is capable of delivering a secure and reliable access. To meet with the PSN (Public Sector Network) standards the Juniper Portal will shortly require a two Factor Authentication (2FA) where users will be required to enter a second piece of information when logging on, similar to online banking.

#### **4. On-going support and further information**

From 1<sup>st</sup> August 2014 there will be a reduced team of 4 Training and Support Officers offering telephone support to all schools and delivering any training required to existing or new staff in post. They will continue to work closely with the Council's existing SAP teams on issues that affect school users and will support any new areas of development within the system.

The main method of communication will be via the Schools Extranet with current guidance/information available to all schools. E-mail will also be used to communicate with specific groups of users and support officers will attend Admin Meetings where appropriate.

A small working group made up of a range of school types and sizes has met on two occasions over the past 12 months and have provided valuable feedback on the transition along with useful input into current and future developments. It is intended that this group, made up of different schools each time, will continue to meet at regular intervals.

In the autumn term a questionnaire will be sent to all schools to ascertain how users are progressing in their day to day use of the system and also to gain feedback on possible areas for development.

#### **5. Other Considerations**

In preparing this report the relevance of the following factors has been considered: legal, HR, prevention of crime & disorder, equality of opportunity; and environmental, health, property and transport considerations.

#### **6. OFFICER RECOMMENDATION**

That the Schools Forum notes the report.

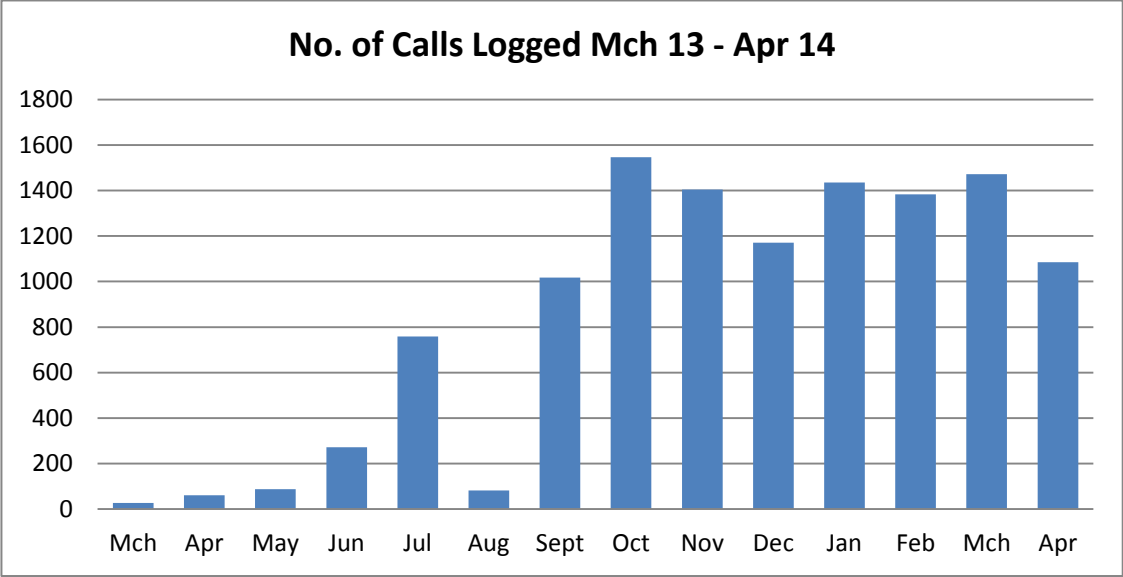
**IAN THOMAS**

**Strategic Director for Children & Younger Adults**



<b>Dates</b>	<b>Phase</b>	<b>Number</b>	<b>Comments</b>
October 2012	Pilot Schools	12	
March 2013	Early Adopters	4	
April 2013	Early Adopters	4	
May 2013	Rollout 1	20	(Includes Support Centres and Alternative Provision)
June-July 2013	Rollout 2	125	
Sept-Oct 2013	Rollout 3	132	
Nov-Dec 2013	Rollout 4	76	
Jan-Feb 2014	Rollout 5	20	
<b>Total No of Schools Trained</b>		<b>393</b>	





**Support Calls Logged by system Area**

