

Civica Financials System Update

Co-operative Centre of Operations Programme (CCO)



At the Audit Committee meeting on 12 December 2013 Members asked for an update on the Civica Financials system at the 13 March 2014 meeting.

CCO & corporate support services

The current strategy for the future of corporate support services (including Finance) has significant implications on what the Council can and should do in the short term.

The CCO programme is being established to transform the way support services are delivered and a number of 'alternative service delivery models' are being explored for improved delivery of services, more efficiently (at a lower cost). All corporate and business support services will be split between strategic direction setting, which will remain with PCC, and operational delivery.

PCC will be co-operating with other organisations, particularly public or third sector in Plymouth, to deliver operational support services on a shared basis (the advantages being larger operations than any one organisation would have for itself so providing more flexibility and wider skills base, as well as reduced management overheads). As part of this, all appropriate 'transactional' and operational services will be 'spun out' to shared Transaction Centre(s), jointly owned with other organisations (for e.g. financial processing such as accounts receivable, budget management, payroll).

Civica AWeb upgrade

The Authority Web (AWeb) module offers a more user friendly web-based front-end which, coupled with improved real-time reporting, automated alerts and e-budgeting, will enable more effective control by budget managers and reduce the time needed for finance staff to prepare reports and support for budget managers. Licences for the AWeb upgrade are already included in the 3-year maintenance contract with Civica, so any costs are only those for implementing and rolling it out.

An impact assessment has now been carried out to assess the impact on users, costs and benefits. The business case for these enhancements is cost neutral: £24.7k costs for £25k cashable savings in 2014/15 (savings are additional to the management actions now being carried out in Finance). The recommendation is that PCC should continue with implementing AWeb upgrade: this now needs to be authorised before delivery by CCO.

Further developments

Further enhancements and development of Civica are also available, including Self Billing, Intelligent scanning, AWeb Supplier and Customer Portals. These business improvements are expected to deliver significant savings and better controls, and are likely to be introduced by CCO as part of Transformation, but will need to align with the emerging Target Operating Model (TOM) for corporate services not necessarily in Civica.

As part of developing the TOM, there will be an overall assessment of the corporate systems and services needed, by PCC as well as by partners in a shared Transaction Centre: it is possible that an alternative to Civica is selected so that it would be premature to spend time and money on developing Civica now for a longer future than it might have.

Next steps

1. The impact assessment has been sent to the Corporate Services Director to authorise AWeb upgrade: a response is expected by 7 Mar 2014.
2. Assuming the upgrade is authorised, the upgrade could be rolled out in April 2014