
MFSS

Lessons Learned

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Overview

- Reason for Change
- Reason Business Case
- Programme Management & Oversight & Accountability
- Procurement & Contracts & Governance
- Budgeting & Scrutiny
- Consultation & internal engagement
- Training
- Early life support
- On-going relationship management

Reason for change & the Business Case

- Reason for Change
 - Current system
 - Why MFSS?
- Business Case
 - Closed business case
 - Financial/business benefits
 - What else had been considered?

Programme Management & Oversight

- Programme Management
 - Project Team & resourcing
 - Programme Reporting
- Oversight & Accountability
 - Chief Officer & Senior Management
 - Willingness to listen

Procurement & Contracts & Governance

- Procurement
 - Market testing
- Contracts
 - What were we signing up to?
 - Contracts held by Cheshire
 - Exit Strategy?
- Governance
 - Section 22A
 - Responsibilities & oversight arrangements

Budgeting & Scrutiny

- Budgeting
 - Understanding of true costs
 - Transparency
- Scrutiny
 - Reporting & challenge
 - Audit

Consultation & Internal Engagement

- Consultation & internal engagement
 - Users & departments
 - Benefits
 - Challenge
 - Testing & development
 - Processes/procedures
 - Resourcing
 - Communications Strategy

Training

- Training
 - Formal Training Plan?
 - Timescales to deliver training
 - Resources

Post Go Live

- Early life support planning
 - Resourcing
 - Leadership
 - Contingency plans
- On- going Relationship Management
 - Senior responsibility
 - Scrutiny
 - Triggers

So What's changed?

- Programme Regain
 - Reason for Change
 - Business Case
 - Programme Management & Oversight & Accountability
 - Procurement & Contracts & Governance
 - Budgeting & Scrutiny
 - Consultation & Internal engagement
 - Training
 - Early life support
 - On-going Relationship Management
 - Control