

**REPLY BY THE MINISTER OF
THE HOME DEPARTMENT
TO QUESTIONS ASKED PURSUANT TO RULE 6 OF THE
RULES OF PROCEDURE BY DEPUTY MARY LOWE**

Question

- 1. Have any external or internal post go-live reports been produced for your Department/Board/Policy Council since SAP went live?*

Answer

The Home Department has not commissioned any external post go-live SAP reports, nor has it directed the requirement for an internal report facilitated by non-Department staff.

Since the go-live of the SAP refresh the Home Department Board has received regular verbal updates in regard to SAP related implementation issues and Members have frequently inquired as to any difficulties experienced by staff.

The Home Department also has a structure of performance monitoring; these updates to the Board have covered general SAP issues across the Department as well as facilitating the delivery of direct briefs from Service Chiefs and Function Heads. In the main, the issues raised related to non-payment of invoices and the Department is pleased to report improved performance in this area with a notable reduction in such cases. The recruitment process has been found to be cumbersome however we are advised that improvements are to be made on the required process to address this.

The most frustrating aspect reported to the Board and one which carries a potential risk, noted by Members, is that of the management of accounts. If the identified issues are correctly addressed SAP will in time, provide significantly improved management information, however the current gap in accessible and accurate information has impacted negatively on the current reporting of accounts.

At management level the Department has carried its own review to initiate improvement actions across the Department and the Board has been advised of that course of action.

- 2. If so, how many?*
- 3. Would you provide a copy of the latest internal report?*
- 4. Would you provide a copy of the latest external report?*

Answer

Please see the answer to Question 1 above.

Date of Receipt of the Question:

9th August 2013

Date of Reply:

22nd August 2013