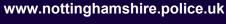
MFSS **Lessons Learned**

DCC Rachel Barber









Overview

- 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



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

