

**REPLIES BY THE MINISTER OF  
THE HOUSING DEPARTMENT  
TO QUESTIONS ASKED PURSUANT TO RULE 6 OF THE  
RULES OF PROCEDURE BY DEPUTY P L GILLSON**

**Question 1**

*Was it considered appropriate for any departmental specific standards/comparators to be used for benchmarking? If so, please detail by function, i.e. Estates, Financial, Procurement, HR-management and HR – recruitment.*

**Answer**

The SAP project was not led by the Housing Department; rather we responded to instructions issued by the Project Board and Project Team.

The Project Team took the view that it would not be possible to collate departmental specific data, because it was neither readily available nor measurable; and this would certainly have been the case for the Housing Department.

It follows that the Housing Department welcomes the wider functionality of SAP because it will enable management information to be produced that hitherto has not been available.

**Question 2**

*If the answer to question 1 is yes, may I have an example of the departmental specific baseline data as well as confirmation of when it was collected and collated into baseline data?*

**Answer**

See the answer to question 1.

**Question 3**

*I appreciate that there may be valid reasons why departmental specific benchmarks are not appropriate. If the answer to question 1 was no, I would like to understand why it was thought appropriate not to have any departmental specific baseline assessments of pre-SAP service standards. Would you explain the reasoning?*

**Answer**

See the answer to question 1.

**Question 4**

*As noted above, I assume that prior to the system change-over either departmental staff or the SAP project team would have produced, for the more generic comparators, some pre-SAP baseline data relating to your department:*

- *Was any such baseline data produced for your department?*
- *If so may I have an example of the data?*
- *If so please confirm when the data was collected and collated into baseline data?*

**Answer**

All data requests were complied with, but this did not include the baseline data to which you refer for the reasons given in answering Question 1.

**Date of Receipt of the Question:** 2 July 2013

**Date of Reply:** 15 July 2013