

**REPLY BY THE MINISTER OF
THE PUBLIC SERVICES DEPARTMENT
TO QUESTIONS ASKED PURSUANT TO RULE 6 OF THE
RULES OF PROCEDURE BY DEPUTY P 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 Public Services Department had for years used Purchase Orders and was one of the few Departments to embrace the “Requisition” function in SAP when it became available in 2011. However, the overall SAP system embraces not only procurement but many and varied transactions. In this respect the handling of such transactions across the States have been paper based and often bespoke to departments. If they had been measured there would have been no common standards to judge them by. With such diversity of processes both with the PSD businesses and across the States it is recognised that to seek to benchmark all of this would have been a major exercise in its own right.

Clearly addressing the introduction of the new system has created its challenges. Some tasks are taking longer, some are quicker. There remains however every confidence that as the system beds in the delays experienced in certain areas will diminish.

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

As explained in the answer to question 1 there is no departmental specific baseline data available for the Public Services Department in this context.

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

This issue has been addressed in 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

Again the answer to Question 1 explains why such data was not collated into baseline data.

Date of Receipt of the Questions: 2nd July 2013

Date of Reply: 17th July 2013