**REPLY BY THE MINISTER OF
THE SOCIAL SECURITY DEPARTMENT
TO A QUESTION ASKED PURSUANT TO RULE 6 OF THE
RULES OF PROCEDURE BY DEPUTY P GILSON**

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 Social Security Department has only a very small function in the area of estates, limited to Edward T Wheadon House which did not warrant setting any benchmarks. As expected the SAP system has had no impact in that area. Also the Department's procurement function is, and remains, low volume. No metrics were taken in this area. In the financial area the majority of transactions continue to be undertaken, unchanged, using SunSystems with an interface between SunSystems and SAP. Volumetrics of staff resources based upon a task analysis showing existing and expected resources were produced at the blueprinting stage. These showed a small additional overhead for the Department's Finance Section which has proved to be correct. In HR, volumetrics of staff resources based upon a task analysis showing existing and expected resources were similarly produced. Taking into account the reallocation of resource to the Hub and expected savings through efficiency gained through using SAP, the residual requirement was determined. Only when the new system has been bedded in will the Department be able to compare the actual resource requirement against what was predicted in this area.

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

The baseline data collected in the blueprinting stage were that there were 6.99 whole- time-equivalent posts in finance and 1.83 whole-time –equivalent posts in HR.

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 base line assessments of pre-SAP service standards. Would you explain the reasoning?

Answer

Please 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

Please see the answer to question 2.

Date of Receipt of the Question: 2nd July 2013

Date of Reply: 18th July 2013