Birmingham City Council

Title: Grant Thornton Value for Money report in relation to the implementation of Oracle

Date: 18th January 2024

Commissioner Review

This report delivers a number of very useful observations and recommendations that should improve the success of the current "Safe and Compliant/Stabilisation", "Income Management System Replacement" and the "Re-implementation of Oracle" programme workstreams.

Many of the recommendations have been identified in other reviews of the Oracle programme and the Commissioners broadly support those in this report.

Commissioners would like to see the management responses to the recommendations to ensure that BCC have considered their priorities, how they will approach resolving them, resources needed and timescales.

We expect that BCC's Oracle Programme Leadership (the three workstreams) will review these proposals and seek to adopt, if they are not already doing so, the programme focussed recommendations. The segregation of duties observations is of particular concern and Commissioners expect the SRO, Programme Director and Team to address these as a priority.

BCC has stated their commitment to adopt Oracle best practice processes and configuration for the re-implementation. Commissioners believe that the observations and recommendations in this report re-enforce these principles.

Commissioners suggest that a senior Grant Thornton person e.g. Mark Stone, has an invitation, to join, if he wishes, the high level Oracle Programme board at appropriate points.

Myron Hrycyk

Commissioner