

Service Level Agreement 2024-2025

Southampton Schools

Business World and associated systems

1. Introduction

1.1 The services specified are provided under the terms of and at the prices detailed in the Response Sheet.

1.2 The service level agreement offers Business World System support to schools.

2 Service Options – Business World Finance System, Schools Budgeting System and Support

2.1 Supporting School users within Business World

The BW Systems team are responsible for the overall management and monitoring of the Business World System and other Finance related systems.

The support team are your helpdesk for Day to Day issues you have with regards Business World, the development team will act as 3rd line support with regards any complex issues you have and will work on any developments which are identified, agreed and programmed in.

This includes:

- Ensuring that all appropriate staff have access to the system.
- Managing the 2 factor Authentication setup
- Assistance with queries regarding how the system and each module works.
- Developing and amending reports (where a business case has been approved).
- On-going programmed system developments including co-ordination and testing.
- Providing Business World training for new starters and where a need is identified.
- Providing up to date system guidance notes.
- Providing support to users between the hours of 8.30am and 4.30pm (Monday to Friday). By means of email, phone and potentially a new support portal (TBC)
- Liaison with Unit4 on problems with or amendments to the system.
- Providing the ability to join any user groups identified linked to Business World
- Providing a regular communication giving details of new and up-coming functionality changes along with contact details etc.
- Monitoring usage of the system.
- Implementing updates to Business World software.
- Manage interfaces between 3rd party systems and Business World
- Ensuring all staff have access and training to the relevant income systems to process local banking.
- Ensuring that budgets and revised budgets built in the Access School Budgeting system are uploaded into Business World in line with the agreed timetable.

Where a school requests a development to the system which is deemed to be significant, a business case will need to be built and a project request completed.

Any development proposals would be evaluated against requirements on a case by case basis and an estimated cost provided, costs will be based on day rate which will vary based on the resources required for the work.

Your contact for Developments needs to go to the Financial, HR and Business Applications Lead, who is Helen Baker (details are below)

2.2 Business World ERP System

Business World enables schools to:

- Set and amend budgets at the agreed level of detail – this functionality is used in conjunction with the external budgeting system used by the schools and is based on the information being loaded from the external system
- Ability to request set up of new Suppliers and Customers.

- Initiate and authorise requisitions electronically.
- Automatically record commitments against the budget when an order is created.
- Automatically generate cheques/BACS for the payment of invoices via the Accounts Payable Module.
- Raise Sales Invoices for which the income will be recovered on Business World by Customer Payment and Debts Team
- Record locally banked income, cash, cheques and Chip and Pin to the appropriate code within the school's accounts this will be done via the Income Manager Module – There will be a project during the next year to move this on Heycentric, access and training will be provided as part of this SLA.
- Operate a Petty Cash account for items of small expenditure, this will be done via the Income Manager Module.
- Automatically update the Council's general ledger with payments, income and other transactions made.
- Process and authorise journals on their own Cost Centres
- Run reports on transactions including budget monitoring reports at various levels of detail.
- Query charges made against the schools account from other Council Departments, including the ability to approve some from 3rd parties.
- Charge VAT paid on bills to the Council's main VAT account.
- Automatically provide budget and monitoring information required by the Council without submitting additional paper reports.
- Record expenditure spent using the Council's General Purchase Cards.

Any school that has to be added back to the financial system during the period of this agreement will be required to meet the additional costs of the Council in dealing with the associated works and issues.

Any school which moves away from the system during the period will still be required to pay full years costs. This will cover the external costs of the system based on licences and any other costs incurred with regards the work involved with amending the system to as part of the closing down of the school records and users.

SLA prices for Business World Finance System and Support are detailed on the schools SLA Return Form

3. Service Contacts and Performance Review

3.1 Service Contacts Manager	Service Area	Direct Line
Helen Baker Helen.Baker@southampton.gov.uk	IT Services	023 8083 2023

The Education & Early Help Finance Team will handle most queries on accounting or financial management initially.

- Urgent requests will be dealt with within 1 working day (subject to limitations on complex issues and third parties explained below). It will be the responsibility of the school to explain the degree of urgency for the response.
- Non-urgent requests will be dealt with within 1 working week unless otherwise agreed with the school.
- Where queries arise on complex issues which will take longer to resolve than is specified above, the school will be informed of the likely response time and the reason for it.
- Where a response is dependent on a third party it will be given as soon as it is known. We will inform the schools in advance if a response is dependent on a third party.

The best method to contact the Business World Support team is via email using bw.help@southampton.gov.uk, however, the Business World Team can also be contacted by phone on 023 80833399 during the following hours:

Monday – Friday 8.30 a.m. to 4.30 p.m.

Please be aware the process for logging issues and requests is being revisited and changes may be implemented. Schools will be kept informed of any changes introduced prior to these happening.

3.2 Performance Review

Any queries, concerns or complaints about the overall operation of the scheme should be addressed to:

Manager	Service Area	Direct Line
Helen Baker Helen.Baker@southampton.gov.uk	Business World Financial System	023 8083 2023