

e-Procurement Key Lessons Learned - Key lessons identified in the National e-Procurement Project's case studies

| Lessons | Total | Brent | Camb CC | Cheshire | Dudley | Essex | Haringey | Hunts | Kirkless | Leeds Cc | Lewisham | LB of Newham | North Tyneside | Slough | Staffs CC | West Sussex |
|---|-------|-------|---------|----------|--------|-------|----------|-------|----------|----------|----------|--------------|----------------|--------|-----------|-------------|
| An authority wide communication plan is necessary | 10 | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | | | ✓ |
| Do not under estimate the level of resources necessary to implement and maintain the system | 9 | | | | ✓ | | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ |
| Engage suppliers as early as possible | 9 | | | | ✓ | ✓ | | ✓ | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ |
| It will be necessary to involve all levels of the organisation (from the CEO down) | 8 | ✓ | ✓ | | | ✓ | | ✓ | ✓ | ✓ | | ✓ | ✓ | | | |
| Prepare for the unexpected – (risk analysis and contingency planning) | 7 | ✓ | | | | | ✓ | ✓ | | | ✓ | ✓ | | ✓ | ✓ | |
| The project will benefit from disciplined project management | 7 | ✓ | | | | | | ✓ | ✓ | ✓ | ✓ | | ✓ | | | ✓ |
| It is necessary to have a clear vision of aims and objectives | 5 | | ✓ | | | | | ✓ | ✓ | ✓ | | | | | | ✓ |
| It is essential to manage user expectations. | 4 | | ✓ | | | | | ✓ | | ✓ | | | ✓ | | | |

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|---|-------|-------|---------|----------|--------|-------|----------|-------|----------|----------|----------|--------------|----------------|--------|-----------|-------------|
| Winning people over to the new system takes time and will require more than one demonstration | 3 | | | ✓ | | | | | | | | ✓ | ✓ | | | |
| Savings are relative to the Council's existing purchasing efficiency | 3 | | | ✓ | | | | | | | | ✓ | | | | ✓ |
| Plan ahead and make timely decisions | 3 | | ✓ | | ✓ | | | | | | ✓ | | | | | |
| Buyers do not like the loss of freedom and can be unmoved by the need to improve the council | 2 | | | ✓ | | | | | | | | | | | ✓ | |
| Adding additional controls may make the system more efficient but may delay the realisation of benefits | 2 | | | ✓ | | | | | ✓ | | | | | | | |

Further reading:

Change management – publication by NePP, March 04

With thanks to Peter Ripley and his staff at Lancashire County Council for developing the original versions of these summaries

