Nomination form for election to the UKISUG (UK & Ireland SAP User Group)
Board of Directors

Biographical details:

First name	Cheryl	Last Name	Millyard
Job Title	Head of Business Service Centre	Your Picture	
Company	Gloucestershire County Council	*Please attach a picture as a separate picture file*	
Address	4th floor, block 5		
	Shire Hall, Westgate Street		
Town/City	Gloucester		
County	Glos		
Postcode	GL1 2TR		
Country	UK		

Sponsor and Reference:

Please provide details of the UKISUG member organisation(s) supporting your candidacy:	
Gloucestershire County Council	
Please provide one appropriate reference that we may contact:	**Have you discussed your candidacy with your employer?**
Paul Blacker, Head of Finance, Gloucestershire County Council	Yes
	My line manager – Paul Blacker and his manager, the Executive Director of Corporate Resources have supported my application

UK and Ireland SAP User Group | Unit 3B | Lockheed Court | Preston Farm | Stockton on Tees | TS18 3SH
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Registered in England 03908435

Career and Experience

Current role and responsibilities

I currently manage the Business Service Centre which is Gloucestershire County Council's (GCCs) shared service centre providing payroll, terms & conditions advice, accounts payable, accounts receivable, internal agency staff service, DBS checks and support to SAP. We market these services commercially and have customers in almost 300 schools/colleges in Gloucestershire and Oxfordshire, to Gloucestershire Constabulary and to Gloucester City Council. I am responsible for almost 100 staff and a budget £3.26 million.

Previous relevant roles

I began my career in sales and marketing for Honeywell Offshore Systems and still have a passion both for marketing/PR and enjoy the commercial aspects of selling GCC's services in my current role. I joined the County Council in 1993, providing training and managing system implementation projects for Social Services and was promoted to become ICT Manager for the Directorate. In this role we introduced the first Electronic Social Care System in the whole of the UK – ahead of commercial competitors. When ICT services were centralized corporately as Programme and Change Manager I re-structured the ICT service using British Computer Society best practice roles and in my own team put all the project managers and business analysis staff through training and qualifications to position them as professionals in the organization.

Experience of working with the SAP portfolio of products and services

In 2006 I was appointed as Programme Manager for the Council's SAP implementation, working with partners, Capgemini. The project was implemented on time (within 1 year of launch), to budget and to the required standards – this was despite having to decant the project team of 50 staff (Capgemini & GCC) to Birmingham when Gloucester flooded! This project was the first to implement vanilla SAP within the UK Public Sector.

My passion for SAP was sparked during the initial implementation and I therefore applied to head up the newly formed Business Service Centre. My previous experience had been focused around ICT and systems in particular and this therefore widened my responsibilities and role however I was keen to maintain responsibility for the running and development of SAP. The Council was not in a position to invest significantly in SAP and therefore our challenge became how to derive maximum benefits with minimum financial input using internal staff and a flexible contract with Capgemini which allowed us to direct their resources to meet priorities. We implemented a range of e-forms using the Arch product – and won recognition for this work at the Payroll World awards and at SAP Sapphire. We went on to implement SAP Fiori and Personas again with limited investment. I was however able to put forward successful business cases to procure ILM and SAP Concur which we are currently implementing. I have completed two reviews of SAP which have underpinned the future SAP strategy – commencing with the implementation of SAP Success Factors recruitment & on-boarding modules and we are currently considering procurement of OpenText document management system for vendor

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invoice management and HR DMS.

Other relevant professional experience

I am a confident person and enjoy public speaking. I have delivered the keynote speech at the European Summit of Shared Services in London and I have also presented at SAP Sapphire in Madrid.

I am company secretary for the Highfields Trust, a registered charity whose sole purpose is to invest money in order to generate a return which we then allocate to nominated charities in the UK and internationally.

Education and Professional Qualifications

Post Graduate Certificate in Public Services Management
NVQ level 5 in Operational Management
Diploma in Higher Education – Business Computer Systems and Business Studies
Prince2 Registered Practitioner
Business Analysis Essentials (ISEB)
Business improvement techniques – process improvement

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UKISUG

Please describe your volunteer role with the User Group or your experience of the UKISUG
I have co-chaired the SAP Public Sector SIG for the past 6 (or is it 7?) years and thoroughly enjoyed this role. I previously chaired the same group but outside the auspices of the UKISUG and can now appreciate the structure, opportunities, networking and innovations that the UKISUG can bring to SAP SIGs. This has made it easy to find topics that will interest members and our SIGs have been well attended and we have received good feedback.
In my role as a UKISUG volunteer I host workstreams during the annual conferences. As I chair the public sector SIG this has meant that I have been allocated to a range of workstreams which has broadened my knowledge of SAP. As the host for these sessions I always try to identify questions for the speakers in case the audience is quiet and needs some stimulation at the end of the formal presentations.
I represented the public sector at the SAP/UKISUG trust workshops in October – a really valuable session which gave me a greater insight into the culture of SAP and extended my network within SAP and with UKISUG members.
Why do you want to serve as a Director of UKISUG?

I have grown to appreciate the role of the UKISUG and, particularly over recent years, seen how influential it can be. I have always derived considerable benefit from attending the UKISUG conferences in Birmingham and always been impressed by the breadth and scope of the conference. My attendance at the SAP Trust workshop in October has really sparked my interest in contributing more in the user group.
One of the elements that excites me in the future of SAP (and therefore the UKISUG) is how SAP will use the power of their Qualtrics acquisition. It would be a fantastic opportunity to get involved and understand this from a user perspective and work with the UKISUG, our Members and SAP to transform organisations.
I would also very much like to ensure that the public sector perspective is represented within the UKISUG.
Finally, I would like to give something back to the User Group for all the benefits it has given to me and Gloucestershire Council and to see it continue to grow and succeed.
What appropriate experience can you bring to UKISUG and its Board of Directors? (E.g. governance, professional capabilities, financial control, membership organisations, etc.)

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I have a broad range of management skills and experience with a passion for systems and particularly SAP and the UKISUG.   My operate at a senior level in the organization and have a broad experience of strategy, assessing and managing risk, change management and empowering people to perform.   I am commercially astute and have excellent communication and networking skills.

In the interests of openness and to ensure you are confident with your selection, if you are need a detailed technical person this is not me. If you need a qualified accountant this is not me. However I have a huge amount of experience working with people, helping to influence, develop and mentor; to work collaboratively and innovatively and to always seek improvements and maximize opportunities.

Please return the completed form to elections@sapusers.org

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