

OPENING REMARKS
&
INTRODUCTIONS

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THE FORGOTTEN ONES

Or

Three Overlooked Areas of a Project

Testing

Reporting

Training

TESTING

- Stress Testing
- All Scenarios
- End-to-End
- Integration with other products / software
- Integration with non-system procedures

REPORTING

- Are all reports useful?
- Can requirements be consolidated?
- Executive Dashboard –
 - What is needed?
 - How often?
 - How do executives use this information?

TRAINING

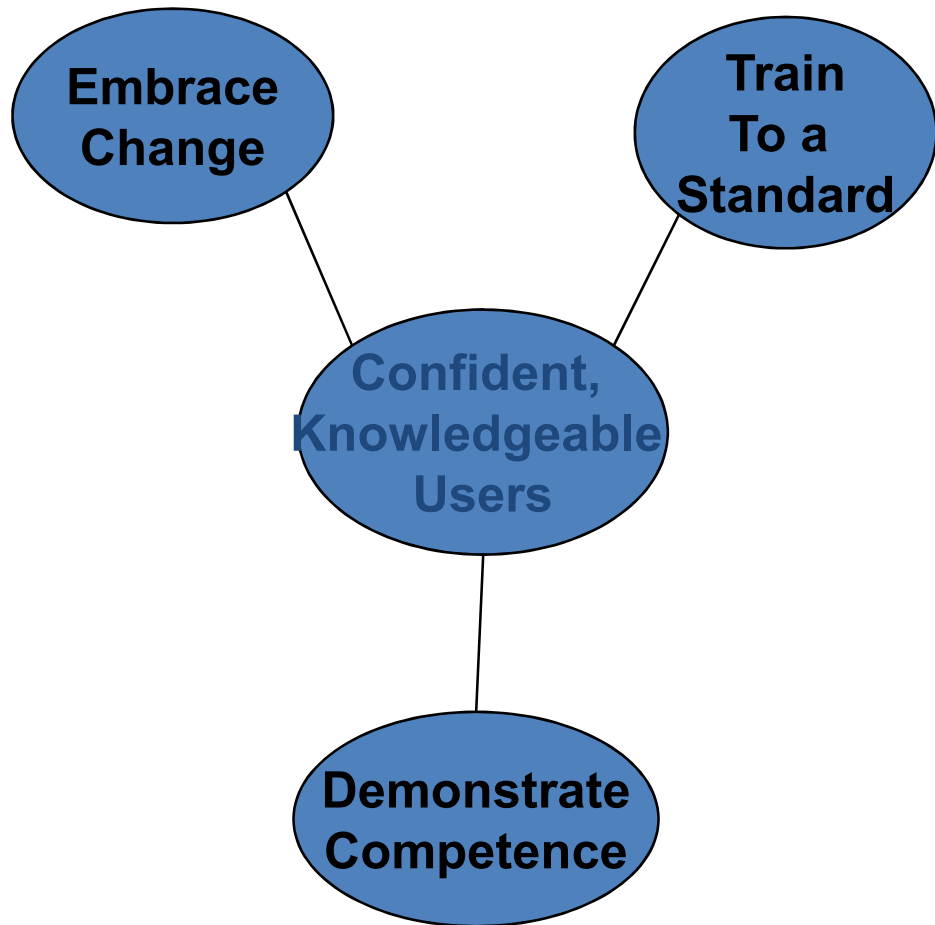
Or

Training to Win

OBJECTIVE OF TRAINING TO WIN

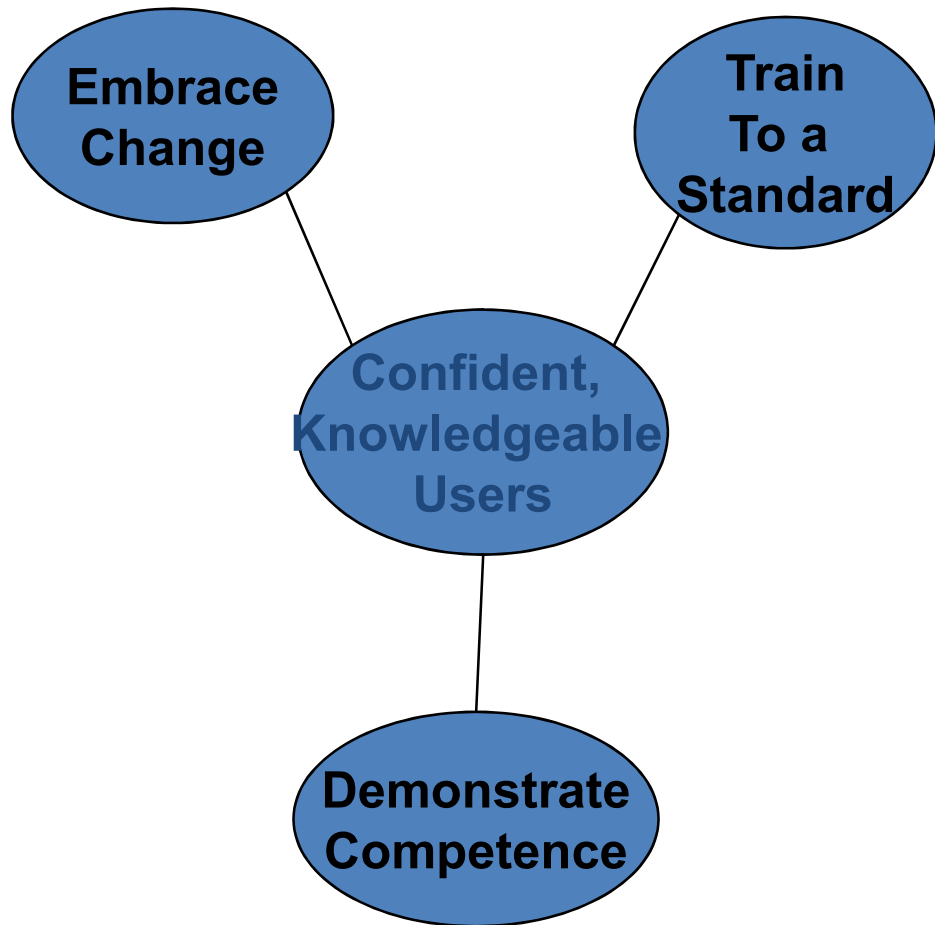
- Confident, knowledgeable end users who:
 - Embrace the change
 - Are not afraid of the new system
 - Have demonstrated competency in it
 - Accept ownership in the success of the implementation
 - Ongoing, will achieve advanced proficiency levels post go-live

HOW TO ACHIEVE TRAINING TO WIN



- Manage the change
- Set standards:
 - For Training
 - For Training Documentation
 - For Procedural Documentation

HOW TO ACHIEVE TRAINING TO WIN



- Manage the change
- Set standards:
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 - For Training Documentation
 - For Procedural Documentation
- Have users demonstrate knowledge of system and procedures

MAKE YOUR PLAN

- Define and Commit to “Success”
 - What will it look like in your organization?
- Define Methods of Communication
 - How will change issues and training be communicated?
- Define Resources
 - Who will train?
- Define Measurement Requirements
 - What metrics are needed for management and training validation?
- Define Maintenance
 - How to keep the spirit alive?

DEFINE AND COMMIT TO SUCCESS

- Definition:
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- Commitment:
 - Commit to achieving what you defined as success

METHODS OF COMMUNICATION

- How will we communicate change?
 - a. Rumor Mill?
 - b. Disgruntled / unhappy supervisors?
 - c. Planned information releases with full management support?

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 - a. Rumor Mill?
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 - c. Planned information releases with full management support?
- How will we train?
 - a. Computer Based Training (CBT)?
 - b. Classroom style with instructors?
 - c. “Cascade” style?
 - d. Distribute manuals and hope they “get it?”
 - e. Practice laboratory

RESOURCES – WHO WILL TRAIN

- Internal Trainers?
 - Company has existing training program w/ dedicated trainers
 - Implementation Team members and / or super users train as “additional duty”

RESOURCES – WHO WILL TRAIN

- Internal Trainers?
 - Company already has a training program w/ dedicated trainers
 - Implementation Team members and / or super users
- Contract Trainers?
 - Professionals in training development /delivery and adult learning concepts
 - Responsible to do the knowledge transfer and validate student competency

MEASURING SUCCESS

- What should we measure?
 - a. Total training hours @ an average Dollar value?
 - b. Total number of classes?
 - c. Total attendees for each class?
 - d. High scores on students' evaluations of trainers?
 - e. Number of student competency demos?
 - f. High frequency of student demos?
 - g. Total cost of training?

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- Why???

MAINTAIN THE SUCCESS

- How to keep the spirit alive?
 - Commitment. Or continuing to do the thing you have promised to do, long after the spirit in which you promised it has left you
- Continue to grow a “learning” organization
 - When you’re green, you’re growing; but what happens when you’re ripe,?
- Prevent stagnation
 - Encourage curiosity about additional improvements and best uses of ERP – continue to learn and grow

REVIEW & WRAP-UP

- Remember to Incorporate Reporting, Testing & Training into Early Planning
- Use the Three Tenets of Training
 - Manage Change
 - Set Training Standards
 - Require Employees to Demonstrate Competency
- Define:
 - Success & Commitment
 - Methods of Communication
 - Resources for Training Delivery
 - Measure of Success
 - Maintenance of Learning Environment

SHARE YOUR QUESTIONS
&
COMMENTS