

Question: What's the awareness of each step of IT Implementation?

Answer:

Practically, we can breakdown all I.T. implementation project into phases as follow:

1. Project Preparation phase:

The objectives of this phase are to:

- establish the project set-up (scope, sponsorship, staff, office space, funding, etc.),
- define and agree on the approaches to project management and change management, including:
- project methodology and standards, tools, deliverables, timing, team structure and team member responsibilities, communications, meetings etc,
- identify business and technical requirements,
- engage executives and mobilise project team members,
- hold a kick off meeting to allow the project team and the process owners to get a clear sense of their responsibilities,

The major deliverables of this phase are:

- Project Charter,
- training for team members,
- procure hardware,
- schedule for future phases
- detailed schedule for next phase

The major milestones approved by the Steering Committee are:
agreement of the Project Charter by users and project sponsors,

The major critical issues are:

- Clearly defined project objectives
- The support of the management
- The participation of the project team
- Working procedures
- Clear project plan
- Clear roles & Responsibilities of the team members

2. Business Blueprint Design phase

The Blueprint Phase results in a conceptual design specification and an infrastructure to see the project through to successful completion. By the end of this phase, the client should have a clear understanding of what changes to the business are required to achieve specific business benefits.

The objectives of this phase are to:

- define and agree on the approach to the conceptual design,
- identify gaps and decide how they will be closed,
- check data quality, interfaces and technical feasibility,
- define the new business system in detail, aligning business processes with the software system and its inherent configuration settings,
- inform the users of the progress to date, and
- confirm the business benefits expected and the need for change.

The major deliverables of this phase are:

- organisational structure and design blueprints,
- a high level conceptual baseline,
- installed application baseline system
- refined schedule and detailed schedule for next phase

Other internal Farms project deliverables are:

- Functional Implementation Papers (specifications)
- Infrastructure (Hardware/Software) Strategy
- Environment Strategy and Transport Management

The major milestones approved by the Steering Committee are:
completion of baseline designs (Blueprints),

Major critical issues are:

- The understanding of the business blueprint
- Mislead design
- Participation and Support from Management

3. Configuration phase

The result of the Realisation Phase is a working prototype R/3 system fully tested, supported by a suitable technical infrastructure, computer programs for interfaces, conversions and enhancements are designed and tested, system and user documentation is completed, and preparations are made for user training and acceptance testing. By the end of this phase the client will have a clear vision of what the new system will be able to accomplish.

The objectives of the phase are to:

- establish a system environment which supports the prototyping effort,
 - set up the Organization Structure, Master Data Structure and required processes in the prototyping environment,
 - manage the prototyping and gap resolution process,
 - complete all project and user documentation and
 - confirm the project is on track to realize the expected business benefits.

The major deliverables are

- configured technical environment,
- a configured and tested system(unit/ functional test)
- functional specifications for programming,
- developed and unit tested programs for reports, interfaces, conversion etc.,
- a final set of design documents
- acceptance criteria and test plans for functional, integration, performance and acceptance (pilot) testing
- finalize user procedures and user training material,
- carry out integration testing and obtain user sign-off,

Major critical issues are

- Hardware readiness
- Test script defined

4. Final Preparation

During the Final Preparation Phase users are fully trained to handle the system, acceptance (pilot) testing is completed, the system is fully tested in the production environment, data is converted and the system goes live. By the end of this phase the client will begin to realize the expected business benefits.

The objectives are to:

- ensure that the system is ready to go into production,
 - transfer master data and moving data,
 - ensure that all supporting functions are ready,
 - go into production, and
 - confirm that the project is still on track to deliver the expected business benefits.

The major deliverables are:

- a Cutover Plan and Contingency Plan
- a production readiness acceptance report confirming that all preparations have been made and users are trained and competent to handle the new system,
- a live, operational system.

The major milestone, approved by the Steering Committee, is the acceptance of the live system.

Major critical issues are:

- Data conversion
- End User Training
- Support call center
- Performance load test
- Before Go-Live Checklist
- Fall-Back Plan

5. Go Live and Support

During the Go Live and Support Phase, post-implementation reviews are carried out and the system is formally handed over to the client.

The objectives are to:

- capture knowledge acquired through the project and update the clients' knowledge base for future reference,
- complete hand over of system ownership to the client,

- plan for post implementation activities, and
- confirm that the project is delivering the expected business benefits.

The major deliverables are:

- a project completion report.

The major milestone is that the client agrees that all project deliverables were satisfactory and that the engagement has completed.

Major critical issues are

- Standby & support team
- Cut-over strategy
- Evaluation & correction