



IT Project Implementation Practices

Class 1: Introduction to IT Implementation

Outlines



- **Course Introduction**
- **Definition of IT Implementation**
- **Importance of IT Implementation Skill**
- **Components of IT Implementation**
- **Q&A**



Course Introduction



*“Understanding of Successful IT
Implementation Approaches”*

Lecturers



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Course Outlines



Class	Outline	Lecturer
1	Introduction to IT Implementation <ul style="list-style-type: none">- Definition of IT Implementation- Importance of IT Implementation Skill- Components and Working Structure of IT Implementation	Varanyu
2	Worldwide IT solution: Enterprise Resource Planning (ERP)	Varanyu
3	Application of ERP to the real world	Chanchai
4	IT Implementation Management Methodology <ul style="list-style-type: none">- Project Tracking System- Cost Control Procedure- Escalation Procedure- Document Management System	Chanchai

Course Outlines



Class	Outline	Lecturer
5	<p>Introduction to Implementation Workstream</p> <ul style="list-style-type: none">- Implementation Methodology- Risk and Control <p>Project Initiation</p> <ul style="list-style-type: none">- Overview of Project Organization Structure- Effective Project Planning- Manpower Planning- Project Office Preparation- Project Kick-Off Meeting Technique- Initiation Training- Project Control System- Project Initiation Risk Control	Chanchai
6	<p>Business Blueprint Design Technique</p> <ul style="list-style-type: none">- Principal of the Blueprint- Techniques leading to the successful business blueprint design- Blueprint Design Risk Control	Chanchai

Course Outlines



Class	Outline	Lecturer
7	Realization Technique <ul style="list-style-type: none">- Hardware Installation- Configuration- System Training for Testers- Pilot Test- User Manual Techniques	Suwatchai
8	Final Preparation Walkthrough <ul style="list-style-type: none">- Rollout Practice- User Training- Data Conversion- Final Check before Go-Live- Support Center Setup	Suwatchai
9	Go-Live and Support Stage <ul style="list-style-type: none">- First Day of Go-Live- Contingency and Fall Back Plan- Cut-Over	Suwatchai

Course Outlines



Class	Outline	Lecturer
10	Introduction to Change Management Workstream <ul style="list-style-type: none">- Change Management Methodology- Stakeholder Management Concept- Communication	Varanyu
11	Job Impact Analysis <ul style="list-style-type: none">- Concept of Job Impact Analysis- Business Impacts- Level of Impacts Business Readiness <ul style="list-style-type: none">- Concept of Business Readiness- Business Readiness Practices	Varanyu
12	Training <ul style="list-style-type: none">- Training Concept- What we have to train	Suwatchai

Assessment



- Coursework (50%)
 - Assignment 1: Project Planning (10%)
 - Assignment 2: Business Blueprint Design (10%)
 - Assignment 3: Implementation Strategy Design (10%)
 - Assignment 4: Change Management Design (10%)
 - Assignment 5: Training Design (10%)
- Final Examination (50%)

Handout and Assignment Downloads



URL: www.geocities.com/itimplement2003

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Definition of IT Implementation

Definition



Keyword	Definition
I.T.	Information Technology
Project	A temporarily running activity: <ul style="list-style-type: none">- Clearly Defined Objectives- Duration Fixed- Budget and Resources Constrained
Implementation	Make it Happened

Definition of IT Project Implementation



“Running Information Technology project activities to make Information Technology solution happened and meet the organizational goals within the real environment constrained”



Importance of I.T. Implementation Skill

Background



- **Information Technology Era**
- **Challenges for manufacturing**
 - **Global Distributed**
 - **New Product Introduction**
- **Specialization & Focus on Industry Markets**
 - **To satisfy the needs of customers (demand-driven)**
 - **To develop specific business methods & processes**
 - **Integration with third party products**

Background



- **Demands on Business**
 - **Aggressive cost control initiatives**
 - **Need to analyze costs/revenues on a product or customer basis**
 - **Flexibility to respond to changing business requirements**
 - **More informed management decision making**
 - **Changes the way of doing business**

Background



- **Using I.T. Solution can help**
 - **Get accurate, timely information**
 - **Change the way of doing Business**
 - **Improve Productivity**

Background



- **Difficult to implement**
 - **Very little understanding**
 - **No Support from the people**
 - **Do not know HOW to manage and make it happened**
 - **Do not know the procedures**
 - **Difficult to match with the requirement**
 - **Do not know what and how to train the people**
 - **Etc.**

Background



- **I.T. Project Implementation Practice will help...**
 - **To walkthrough the key-working procedure to successfully implement I.T. project in an organization**

Background



- **Failures in I.T. Implementation projects worldwide – Classical problems**
 - Lack of Clearly Defined Objectives
 - Lack of Good Project Management Approach
 - Lack of Good Implementation Methodology
 - Lack of Suitable Application Selection
 - Lack of Good Technical Infrastructure Design
 - Lack of Organizational Understanding
 - Lack of Business System Knowledge
 - Lack of Change Management

Critical Failure Factors (CFF)



Lack of...

- Lack of Clearly Defined Objectives
- Lack of Good Project Management Approach
- Lack of Good Implementation Methodology
- Lack of Suitable Application Selection
- Lack of Good Technical Infrastructure Design
- Lack of Organizational Understanding
- Lack of Business System Knowledge
- Lack of Change Management



Failure

Lack of Clearly Defined Objectives

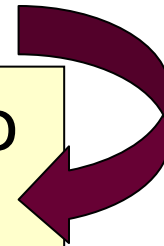


Definition of Clearly Defined Objectives

- Know WHY we have to do, e.g. Benefit to stakeholders, improve productivity etc.

Lack of those cause in.....

- Do not know why we have to do
 - No Goals
- No Direction
- Ignorance



Lack of Good Project Management Approach



Definition of Good Project Management Approach

- Know HOW to manage I.T. project
- Know HOW to manage people
- Know HOW to manage resources
- Know HOW to manage change

Lack of those cause in.....

- Chaos!!!!!!

Lack of Good Implementation Methodology



Definition of Good Implementation Methodology

- Procedures to make I.T. solution happened in an organization

Lack of those Cause in...

- No direction and procedure (HOW) to make it success

Lack of Suitable Application Selection



Definition of Suitable Application Selection

- Suitable solution for Organization goals, objectives and visions
- Suitable solution for Organization environment

Lack of those cause in

- Unpleasant Usage
- Impractical Environment

Lack of Good Technical Infrastructure Design



Definition of Good Technical Infrastructure Design

- Proper network, communication and security infrastructure

Lack of those cause in

- Bottle-Neck communication
- Slow working environment
- Insecure System

Lack of Organizational Understanding



Definition of Organizational Understanding

- Understanding of Organizational Culture
- Understanding of People in an Organization

Lack of those cause in...

- Misunderstanding of the project implementation
- Ignorance of people
- Difficult to change
- Difficult to communicate

Lack of Business System Knowledge



Definition of Business System

- Business Understanding
- Control Points
- Working Efficiency

Lack of those cause in...

- Misleading of Business System Design
- Unable to fulfill the Organization goals and objectives

Lack of Change Management



Definition of Change Management

- Know HOW to manage change due to the new I.T. system

Lack of those cause in...

- Difficult to manage change
- Difficult to communicate
- Resistance from the people and No Support
- Unable to obtain the full utilization, efficiency and benefit from the I.T. System

Why do we need to learn I.T. Implementation Practice???



- Better Understanding of I.T. Implementation knowledge needed...
 - To fulfill Organizational Goals and Visions
 - To Successfully make the I.T. system happened
 - To smoothly manage change in organization
 - To obtain the full utilization, efficiency and benefit from the I.T. system



Components of IT Implementation

Component of I.T. Implementation



- Project Management Methodology
- Implementation Methodology
- Change Management Methodology



HOW to manage I.T. project

- Project Organization
- Project Planning
- Project Administrative
- Project Support and Tools
- Project Working Procedure

Implementation Framework



Procedures and Roadmaps to make the I.T. Solution happened

- Implementation Management
- Prototype Design
- Application Installation
- Technical Infrastructure Installation
- End User Training

Change Management Framework



Managing Change due to the project

- Change Analysis
- Communication
- Stakeholder Management
- Readiness Training



Q&A
