

<b>Course Name:</b>	Enterprise-Scale Software Evaluation & its Successful Implementation
<b>Duration:</b>	2 Day
<b>Medium of Instruction:</b>	Cantonese (with terminology & handout in English)
<b>Award of Certificate:</b>	Certificate of Attendance

### **Nature and Objectives:**

In today's dynamic and highly competitive business environment, organisations cling to adopt software packages for their enterprise applications. The selection and implementation processes represent two major roadblocks to a successful or satisfactory case. Owing to the complex nature of an enterprise-scale software package, it would be a difficult but surely important task to select an appropriate software package for your organisation. Next to the selection, implementation would be another headache. Even if a good and suitable software system is selected, a poor implementation process can also turn the whole case into a disaster. This intensive course provides participants with the essential knowledge to evaluate, acquire, implement and manage enterprise-scale software packages successfully. The first part of the course will address the major situations which need to be taken into account before acquiring any system package and provide participants with thorough understanding on how to set up a package selection team, prepare the request for a proposal, search, evaluate and select suitable packages and negotiate with a vendor for acquiring the selected package. In the second part, the course would address key successful factors on how to plan and deploy the selected packages in the enterprise and support the system on an ongoing basis. In addition to theory, case studies, workshops and experience sharing will be used to demonstrate the ways in which the theories are implemented.

### **Who Should Attend:**

IT Professionals, Business Managers, O&M Officers and Managers who are currently engaged or will be engaged in system selection and implementation.

### **Course Outline:**

#### **Packaged Solutions in Organisation**

- Fast-Start Technology Road mapping
- Strategic Framework for Business/Technology Assessment
- Information Systems in Organisations
- Planning for Enterprise Systems
- Using Packaged Solution for Business Environment
- Opportunity for Business Process Reengineering/ Improvement
- The Packaged System Implementation Cycle

#### **Preparation for Package Acquisition**

- The Challenges of Planning
- Definition of requirement and Prioritisation
- Consideration for Implementation, Integration and Support
- Cost Factors
- Risk and Quality Concerns
- Cost and Benefit Analysis
- The Package Selection Team

#### **Search, Evaluation and Selection**

- The Searching Methods
- Request for a Proposal (RFP)
- Evaluation of Vendor Proposed Solutions
- Evaluation Criteria
- Scoring and Quantitative Measures
- Checking out the Finalists
- Contract Negotiations

#### **System Design, Development, Implementation and Integration**

- Team Building

- The Implementation Plan
- Workshop Functions
  - Prototyping: The Mapping System Features with Business Needs
  - Customisation and Configuration Planning
  - Integration and Conversion Requirements
  - Security, Backup and Recovery Concerns
  - Supportability
- Realising and Operating the System Packages: Installation; Configuration; Integration; Testing; Conversion; Training
- Quality Assurance: Checkpoints; Quality Review Aids
- Organisational Integration And Support**
- Supply Chain Integration
- Customer Relationship Management
- Management Information Support
- Ongoing Production Support
- Coordination between the Vendor and the Business Enterprise
- Problem Management
- Change Management
- System Configuration Management