Post Implementation Activities
Introduction

- Success of go-live is measured by lack of problems
- As upfront cost is high, life expectancy of the system should be 10-20 years
After Going Live

- Go-live date is primary milestone and key measure of success.
- Following issues must be addressed during post-go-live period
  - The stabilization period
    - Lasts from 3-9 months
    - Expect some dip in the business performance
    - New software and processes may be unfamiliar to the user
    - Appropriate training at right time is essential
    - Processing and network is tested
  - Problem resolution mechanism
    - There should be a problem response mechanism
    - Problem should be reported to the person assigned
After Going Live

- The user help desk
  - It is call center facility provided by vendor during normal office hours
  - Availability, speed of response, downtimes, etc should be clearly specified
  - Bugs should not be charged

- In-house help desk
  - Detecting and responding to system bug
Post Go-Live Activities

- Data conversion
- Bottleneck resolution
- Documentation Training
- Comparison of planned vs actual results
- Implementation compromises
- System design and implementation
- Interfaces, upgrades and Extensions
Evaluating success

- Timing
- Balanced scorecard
- Post-implementation audit and review
  - Does software do what is expected of it?
  - What are outstanding or emergent issues?
  - What could have been done better?
  - What timescale/budget is required to deal with the remaining issues?
  - Has the project been a success?
  - Have performance factors like employee productivity, order fulfillment time, reduction in financial close cycles, etc.
  - Are there any areas where the employees are under trained?
  - Are there any business processes that need to be improved.
Next Topic

- Operation and maintenance of ERP system