Course : Managing the integration of an enterprise software package

Practical course - 2d - 14h00 - Ref. IPR
Price : 1610 CHF E.T.

Integrating a software package generally means rethinking the existing organization, and this requires a great deal of expertise on the part of the person in charge. In this course, you will learn about the points to watch at each stage, and will be given a detailed presentation of the phases in the process and the associated tools.

Teaching objectives

At the end of the training, the participant will be able to:

- Understanding the structure of a software package
- Master the particularities of software package integration
- Understanding the importance of scoping and specifications
- Involving the players concerned
- Mastering contractualization and conflict management
- Organize installation, configuration and acceptance testing
- Conduct meetings with the project team
- Understand the importance of supporting change induced by the implementation of the software package

Intended audience

Anyone wishing to manage the integration of a software package.

Prerequisites

No special knowledge required.

Practical details

Hands-on work
Practical, participative workshops based on a number of real-life situations.

Teaching methods
Case studies, presentations, discussions, presentation of real-life situations.

PARTICIPANTS
Anyone wishing to manage the integration of a software package.

PREREQUISITES
No special knowledge required.

TRAINER QUALIFICATIONS
The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS
The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES
• The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
• At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
• A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

Course schedule

(1) Introduction to software packages

- Software composition: functions, kernel, modules, parameters, data, interfaces, processes...
- Types and families of software packages.
- Advantages and disadvantages (price, openness, durability, customization, etc.).
- Requirements for integrating a software package into an IS.
- Stages in the integration process.

Case study
Presentation of a case study/macro-planning.

(2) Choice of software

- Issues, reasons and objectives.
- Surveys of existing systems: functional, technical, financial, organizational.
- Formalize the need: process, functions required, requirements, stakeholders involved.
- Drafting of specifications.
- Selection criteria: functional and technical coverage.

Case study
Content definition (scope, functions, requirements).

(3) Contractualization

- Discussions with management and framing of the project.
- The contract: clauses, deliverables, payment, mutual commitments, penalties.
- Options: installation, configuration, start-up assistance.
- Deviation management (anomalies, changes). Validation.

Case study
Additional clauses/agreements on deviations.

(4) Managing conflict

- Mediating your way out of conflict.
- Setting the scene. Facilitate exchange.
- Identify points of agreement and disagreement.
- Facilitate solution selection.

(5) Software implementation

- Delivery, installation.
- Parameterization and data migration.
- Testing: strategy, organization and resources.
- Integration, approach and resources. Validation.

Case study
Planification détaillée du projet.

(6) Start-up support

- Communication: informing and involving stakeholders.
- Conduct meetings with the project team.
- Training: identify the players involved, the level of change, adapt training resources.
- Check satisfaction and make any necessary adjustments. Assessment.
- Follow-up and maintenance: duration, response times, responsibilities.

Case study

Answers to production situations.

(7) Summary

- Key points to remember. Points to watch out for.

Case study

A software company needs to integrate a new ERP software package. Propose the actions to be taken, from software selection to integration.