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## Unique Finishing Course for SAP/ERP Training Graduates

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### Introduction



There are several authorized SAP, Oracle and other ERP Education Centers providing quality technical training. But the best technical training on SAP/Oracle ERP is insufficient for the ERP consultants. To be successful ERP consultants, they need to understand the people dynamics of ERP implementation as much as technology. They need to be trained to face the real life heat of social and political pressures of ERP implementations in corporates.

Prem Kamble, having been a CIO for over 25 years in various types of companies with different organizational cultures has seen IT Transitions. He has studied the people and organizational dynamics very closely and identified the real skills required to ensure the success of ERP implementation. Since he was the first to identify this unique skill, Prem Kamble had to give it a name – he calls it “**Behavioral IT™ Skill**”. According to Prem, Managers do not need to know IT, they only need to know Behavioral IT to succeed in this IT Driven corporate world. At the same time this skill is required by all parties involved in ERP implementation from ERP Consultant to IT folks, CEOs, CXOs, HoDs and functional managers.

This seminar, specially designed for SAP Graduates by Prem based on his unique Behavioral IT™ Model of IT Transformation, completes the void that is there in today's ERP trainings so that the ERP consultants produced are industry ready and job ready. It focuses not only on the technical part of ERP implementation, but on the complete transformation to the IT system, which involves plenty of socio political and human considerations apart from technical considerations. The seminar covers what you can never find in books. It is based on real practical experience with people, processes, technology and real transitions involving all three.

When the best ERP packages implemented by the best global consultants fail 70-80% of the time, it has to be something other than the technical issues which cause this failure. Obviously, most of the time it is the people and change management issues which cause failure. The students will learn how to manage these issues and avoid the pitfalls.

This document presents the contents of the training, and the benefits for both the students and the training institute.

### Benefit for Students

1. Students will get to know the real corporate culture and the total technical, cultural and organizational forces at play during ERP implementation.

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2. They will learn about the dynamics of ERP Driven Change and also the politics of organizational change.
  3. Students will get an all round finishing skill to excel as a ERP consultant and ensure success of ERP implementation
  4. They will learn the major real life pitfalls of ERP transitions right from system study to complete transition, and how to avoid them.
  5. They will be more aware of the non technical people and managerial issues responsible for failure. They will learn how to avoid these causes of failure.
  6. The students will become industry ready and people ready.
  7. Students will be equipped with the right skills to ensure not only an effective design of the solution but a successful and effective transition.

## Benefits for the Training Institute

1. The institute can provide a unique combination of technical and managerial skill as a complete package for a SAP consultants.
2. It can boast of a course which makes the students industry ready.
3. It can have a USP of imparting a unique trademarked skill of Behavioral IT™.

## Seminar Contents

### Module 1: Skills

Soft and Hard Skills for Consultants, Team Leaders and Managers

This section covers the Technical, Social, Psychological and Managerial qualities required by SAP Consultants.

What is Behavioral IT™ Skill. Why is it so important for all managers involved in ERP implementation



### Module 2: Practical Tips for an Effective Study and Mapping

#### Effective Process Study and Need for Business Process Reengineering

This section covers the key skills required for an effective study of "As-Is" process and a good conceptualization of "To-Be" process. "Keep it Simple" is the mantra, which can be achieved by re-engineering the processes. This section will also cover the basics of Business Process Re-engineering, its need and benefits.

#### Effective Mapping Processes to SAP – The Trick Lies Here

Mapping Process is the most important process for the ERP experts and the basis of a good implementation. This section covers how re-engineering can lead to good mapping and other skills required for an effective mapping of processes.

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## Customisation – The Perils

To Customise or not to customise is the greatest debate in most implementations. This section covers the pressures to customise, the perils of customization and how to minimise customization. This is another factor in the technical steps which is extremely crucial to the success of the implementation. How to counter the pressure of customization will be covered under Strategies section.

## Key to Effective Brain Storming Sessions

This is an optional section to cover the basics of brain storming. Good brainstorming of ideas can lead to better BPR and mapping.

## Module 3: Behavioral IT™ - The Unique Skill

### Challenges – Technical, Social, Managerial

This section covers the different practical challenges faced by the consultants and managers during implementation. Challenges could be due to client attitudes, quality of team members, senior management, and typical resistance to change. Challenges during and after implementation are discussed.

### Organisation Structure and Authority

This section discusses how a study of organization structures, authority structures and people traits can be useful to overcome some of the challenges

### Strategies for Success – Best Practices

This section discusses the strategies and best practices during each step of the project – Study, Mapping, Trail runs, go-live and support. It discusses the technical, change-management and cultural issues, and the strategies to deal with them.

## Module 4: Cases

Real Life Stories /Situations

This section covers real life cases and stories illustrating different stages, challenges and strategies discussed above.

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