

“Time’s up, the till is empty, might as well go live.”

A readiness assessment provides a firm with an essential advance diagnostic of potential organizational and change management pitfalls which may later compromise go live efforts and impede a client’s likeliness to thrive after go live.

Armed with this diagnostic, clients can address go-live readiness issues before Day One of SAP deployment.

A Go-Live Readiness Assessment helps SAP clients address these critical questions:



- ◆ Are end users fully prepared to fulfill new business processes with SAP software?
- ◆ Are business and IT resources aligned for continuous business improvement?
- ◆ Are interfaces fully tested and is data migration satisfactory?

SAP Go Live Readiness Model				
Level		Competence	Continuity	Environment
1	Business/ IT Alignment	Business and IT staff assigned to support and evolution have received sufficient knowledge transfer.	A process of continuous business improvement must be established by which business benefits are targeted and measured.	Business process ownership and ongoing software changes are led by business and supported by IT.
2	Infrastructure	IT staff is prepared to support all infrastructure relative to the enterprise applications portfolio.	Plans for process changes, upgrades, or other changes to software are reflected in an adaptive infrastructure plan.	Process owners and configuration staff have a direct communications channel to IT infrastructure and operations staff.
3	End Users	End users have received sufficient training to features, functions, and roles within business processes.	A continuous training program is funded and attrition/change management procedures are in place as well as sufficient help desk resource.	Ownership, authority, and budget for end user training are established within the organization.
4	IT Support	IT staff has received sufficient knowledge transfer.	Change controls and authorities are in place.	Data migration and interfacing are complete and tested.
5	Quality Assurance		Disaster recovery plans and security are in place.	All testing is complete.

The model consists of four areas of readiness across five stages.

- ◆ A diagnostic is provided for each element of readiness.
- ◆ Severe disparity of response between individuals is flagged.
- ◆ Alignment of readiness between two defined groups (e.g. IT and business) is measured for each element and for each stage.
- ◆ At the stage level, the tool provides a diagnostic for group alignment.
- ◆ Over-all readiness is summarized graphically.

## How does the process work?

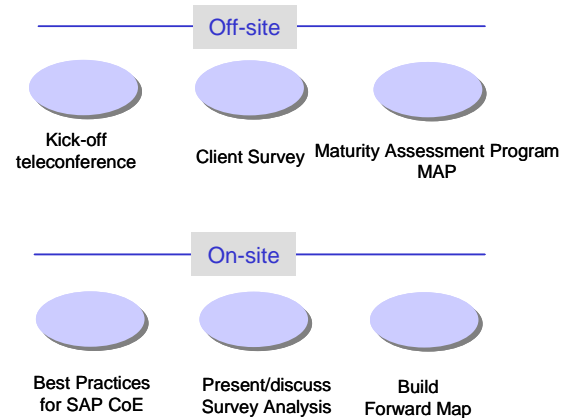
Doane Associates will survey the key constituents of your project team and then run their responses through our proprietary assessment tool. The tool provides a series of diagnostics and prioritizes areas where attention is required.

Our SAP expert will spend a day with your team reviewing the results, exploring the critical points where your team is out of alignment, and working with you to build a plan to help you improve your chances for a successful SAP Go Live.

## How does a Go Live Readiness Assessment really help me set up the delivery team for project success?

The readiness assessment is driven by our diagnostic tool to highlight disparities in readiness among individuals and defined groups (e.g. business and IT) across five readiness stages and four categories of activity.

Readiness is tested for each stage, each element of each stage, and four activity categories. Firms can pinpoint areas of concern and identify what activities need to occur to improve SAP readiness.



1 Business/IT					Overall Result	
Statement	Import	Weight			Issue	
1 Business has the lead role in ongoing support and evolution	15%		Business leadership is established		No	
2 Continuous business improvement is an established goal	10%		This goal is only partly established		No	
3 Business staff assigned to functional support are fully trained	25%		Training is only OK which could impede go-live		No	
4 Metrics based measurement of business results is in place	15%		Some measures are in place		No	
6 Sufficient organizational change management has occurred	20%		The organization is not quite ready for go-live		No	
6 Risk has been identified and is manageable	15%		Risk management is fairly well set		Yes	
7						
8						
9						
10						
<b>Category Result</b>					<b>Overall Diagnostic</b>	
<b>Category</b>	<b>Result</b>	<b>Par</b>	<b>Var</b>	<b>Diagnostic</b>	<b>Result</b>	<b>6.94</b>
Competence	1.73	1.88	-0.15	sub-par	<b>Level Attainment</b>	<b>Shortfall</b>
Continuity	2.79	3.00	-0.21	sub-par	<b>Margin</b>	<b>-1.06</b>
Environment	2.42	2.63	-0.21	sub-par	Nearly green light; advise more effort	
					<b>100%</b>	

Sample of Results for Level 1: Business/IT Alignment



SAP Consulting,  
Advisory & Education



For more information about Doane Associates readiness and maturity assessments, contact:

Michael Doane Phone (678) 364-1788 michael@michaeldoane.com