**UNIVERSITY OF ENERGY AND NATURAL RESOURCES SUNYANI**

**DEPARTMENT OF INFORMATION AND DECISION SCIENCES**



**1. Implementation Plan**

**1.1 Deployment Strategy**

**Objective:** To ensure a smooth and effective deployment of the ERP system with minimal disruption to ongoing operations.

**Steps:**

* **Phase 1: Preparation and Planning**
  + Conduct a thorough needs assessment and finalize system requirements.
  + Prepare the infrastructure, including server setup, database initialization, and security measures.
* **Phase 2: System Installation and Configuration**
  + Install the ERP software components on designated servers.
  + Configure system settings, including user roles, permissions, and workflow rules.
* **Phase 3: Data Migration**
  + Migrate existing data from old systems or databases to the new ERP system.
  + Validate data integrity and accuracy after migration.
* **Phase 4: Testing**
  + Conduct comprehensive testing, including unit testing, system integration testing, and user acceptance testing (UAT).
  + Fix any issues identified during testing phases.
* **Phase 5: Go-Live and Monitoring**
  + Officially launch the ERP system for full operational use.
  + Monitor system performance and user feedback closely for the initial weeks.
* **Phase 6: Post-Implementation Review**
  + Conduct a post-implementation review to evaluate the system's performance and identify any areas for improvement.
  + Plan and implement necessary updates or enhancements.

**1.2 Training Plan**

**Objective:** To equip all users with the necessary skills and knowledge to effectively use the ERP system.

**Strategies:**

* **Role-Based Training:** Provide tailored training sessions based on user roles and responsibilities within the ERP system.
* **Online Training Modules:** Develop comprehensive online tutorials and documentation to facilitate self-learning and reference.
* **Hands-On Workshops:** Organize interactive workshops where users can practice using the system with real data.
* **Continuous Education:** Offer ongoing training sessions to cover updates, new features, and advanced functionalities.

**7.3 Support and Maintenance**

**Objective:** To ensure the ERP system remains functional, secure, and up-to-date with business needs.

**Strategies:**

* **Help Desk Support:** Establish a dedicated help desk for users to report issues, request assistance, and provide feedback.
* **Regular Maintenance:** Schedule regular maintenance for the ERP system, including updates, backups, and security checks.
* **Performance Monitoring:** Continuously monitor system performance and address any efficiency or reliability issues.
* **User Feedback Loop:** Implement a feedback loop to gather and analyze user feedback for ongoing system improvements.