

Post-implementation review report outline



The SAP implementation of East Canada Paper has gone live. As a technology consultant, you are conducting a post-implementation review. Based on the case study and the additional input, capture the following information.

Task 5.1.1 Review the feedback.



List the post-implementation feedback received from users and monitoring tools. List at least four issues.

<Document your response in the table below. Add more rows as needed.>

Serial No.	Issue
1	Users are performing transactions incorrectly in the system.
2	The preferred vendor status of wood suppliers is not displayed in the system.
3	During month end, certain transactions in the sales system take too long to execute.
4	The environmental impact field remains blank when the customer selects a product.
5	Expected delivery date of a product is not shown correctly in the customer engagement mobile app
6	Generation of the analytical report on sales trends takes too long
7	Alert indicates the average response time for a Fiori app is too high
8	Users are not adopting the prefilled template to save time



Categorize the feedback into technical issues and non-technical issues. List at least four issues and the categorization.

<Document your response in the table. Add more rows if needed.>

Serial No.	Issue	Technical or Non-technical, or Probably both
1	Users are performing transactions incorrectly in the system.	Non Technical
2	The preferred vendor status of wood suppliers is not displayed in the system.	Technical
3	During month end, certain transactions in the sales system take too long to execute.	Technical
4	The environmental impact field remains blank when the customer selects a product.	Technical
5	Expected delivery date of a product is not shown correctly in the customer engagement mobile app	Technical
6	Generation of the analytical report on sales trends takes too long	Technical
7	Alert indicates the average response time for a Fiori app is too high	Technical
8	Users are not adopting the prefilled template to save time	Non Technical

Task 5.1.2 Identify likely reasons and resolution for the issues.



Document the likely reasons and resolutions for the issues identified. Document these for at least four issues.

<Document your response in the table below. Add more rows as needed.>

Serial No.	Issue	Technical or Non-technical, or Probably both	Likely reasons and resolution
1	Users are performing transactions incorrectly in the system.	Non Technical	Inadequate training, resistance to change, non intuitive interface
2	The preferred vendor status of wood suppliers is not displayed in the system.	Technical	Migration error, missing configuration
3	During month end, certain transactions in the sales system take too long to execute.	Technical	Performance issues, Lack Resource, Configuration is not optimized, Overload
4	The environmental impact field remains blank when the customer selects a product.	Technical	Incorrect mapping, configuration error, incorrect user interface development, integration issue
5	Expected delivery date of a product is not shown correctly in the customer engagement mobile app	Technical	Data synchronization error, integration error, incorrect user interface development
6	Generation of the analytical report on sales trends takes too long	Technical	Overload, BI tool is not optimized, database issue or indexing
7	Alert indicates the average response time for a Fiori app is too high	Technical	Too much customization, code is inefficient, network bandwidth
8	Users are not adopting the prefilled template to save time	Non Technical	Didn't know, resistant to change, doesn't perceive benefit or isn't a benefit for sandbaggers, no trust in prefill.

Task 5.1.3 Document the lessons learned.



Document the lessons that you learned from this SAP implementation. As a technology consultant in this project, you created many deliverables for this project. You have also seen the exemplars for some of these documents. What do you see as an opportunity for improvement? Did you miss out on any requirements of East Canada Paper? List three lessons learned.

<Document your response in the table below. Add more rows as needed.>

Serial No.	Lessons learned
1	<i>The delivery date not appearing correctly for the customer is a huge issue and will significantly impact the business. We should have done thorough testing, especially for customer-facing apps.</i>
2	Users not adopting the pre-filled templates to save time is a clear challenge of user adoption and training. Future projects should integrate more hands on training including how but also why use the features.
3	Performance is slow for several functions and is insufficient. Volume testing is non negotiable for high volume scenarios.