Individual: Preparing for System Implementation

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Application Implementation

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In preparation for the implementation of a new Business Resource Planning system, it is important to identify key stake-holders for this process and understand the challenges we may face during implementation. Our most important stake-holder for this process is our users. Employees who will be using this software every day, not only to manage the business, but also run it as well. This includes employees in all branches of the company, from shipping handlers to accountants, we need to have a clear understanding of our employee’s expectations and opinions of the new system.

Mark Brewton, our Chief Executive Officer will be a key stake-holder for this project because he chose the new system and has asked his IT director to acquire and implement the new system. Mark expects the new system to streamline the accounting and purchasing functions and help to achieve better inventory control. We don’t expect to face any challenges with Mark.

Mike Benson, our Chief Information Technology Director will be heading the implementation of the new system and will be monitoring its progress throughout the entire process. Since Mike is spearheading this project, the only challenges he will bring to the table are project requirements, such as deadlines and budgetary restrictions.

Barbara Scharer, our Chief Financial Officer will be providing budgetary restrictions for the project, and will challenge us by expecting accurate and useful data from the new system. She hopes to find out why the company is not as profitable as it should be by using the information provided by our new system. Barbara’s department will be benefitted by the new system’s accounting, sales, and inventory management processes. With these tools, they can more closely track misinformation caused by the old system, and quickly find solutions that make the operation run more smoothly.

William Hunter, our Chief Operations Officer will be a stake-holder because of the changes associated with his department that this new system will bring. Since William is in charge of keeping the company supplied with everything that it needs, having a better inventory management system in place will make his job easier, while also challenging him by making him learn a new system. We also recommend that a review of the current inventory tracking process be performed, which should be focused on making sure current inventory levels are kept as accurately as possible. While this new system may assess some of these problems, process changes will need to be made if we want to resolve the issues we face with inventory management.

Jennifer Morales, our Sales and Advertising Director will have a stake in this project due to her department’s need for sales data. The new system should be able to provide data about company sales and market trends, and also provide a clear picture of the success or failure of any marketing campaigns that they might implement. Will much of the department’s job will remain the same, Jennifer will challenge us by wanting more smart data about the companies sales and marketing success.

Roger Tomlinson, our Human Resources Director will have some work to do in implementing this new process, because much of what his department does will rely on the new system. Tracking employee data and performing wage assessments should be streamlined in the new system, as well as processes like payroll and tax deductions. Roger’s department will be expecting to benefit from the streamlining of these processes and will be challenging the system to exceed their expectations.

Finally our Network Administrator, Jim Travis, will be a key stakeholder in the implementation process because of his responsibility for the companies networks and hardware. Jim is worried that the new system will greatly affect the company’s technical infrastructure and may require them to lease new hardware or significantly change current hardware. Both of these things could significantly increase Jim’s workload, He knows that the implementation will require, not only a production environment in which the new system will run, but will also necessitate creating a test environment for user acceptance testing, and a training environment in which users will be trained to use the new system. With this in mind, Jim will be challenging us to find that solutions that do not significantly affect the companies technical infrastructure, or increase his workload when implementing the new system.