

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.

Serial No.	Issue
1	The expected delivery date of a product is not shown correctly in the customer engagement mobile app
2	The generation of the analytical report on sales trends across offices takes more time than what was agreed
3	Preferred vendor status for wood suppliers missing in the new system
4	Users are not using the feature where a pre-filled template can be used for frequently performed transactions.
5	Some users are performing transactions incorrectly in the system.



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

Serial No.	Issue	Technical or Non-technical, or Probably both
1	The expected delivery date of a product is not shown correctly in the customer engagement mobile app	Technical
2	The generation of the analytical report on sales trends across offices takes more time than what was agreed	Technical
3	Preferred vendor status for wood suppliers missing in the new system	Technical

4	Users are not using the feature where a pre-filled template can be used for frequently performed transactions.	Non-technical
5	Some users are performing transactions incorrectly in the system.	Probably both

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.

Serial No.	Issue	Technical or Non-technical, or Probably both	Likely reasons and resolution
1	<i>Users are performing transactions incorrectly in the system.</i>	<i>Probably both</i>	<p><i>Technical: The system may not be performing as expected. Review the issues and see whether all users are facing this issue or only some. Conduct testing.</i></p> <p><i>Non-technical: Users may not be trained to perform this transaction in the new system. Conduct an additional round of training. Improve the help documentation.</i></p>
2	<i>The expected delivery date of a product is not shown correctly in the customer engagement mobile app</i>	<i>Technical</i>	<i>Technical: This might be a bug in the app. The function may not be running correctly, or the output may not be displaying. Conduct testing and fix the error.</i>
3	<i>The generation of the analytical report on sales trends across offices takes more time than what was agreed</i>	<i>Technical</i>	<i>Technical: Performance might decline when more and more data is added to the system. Check whether the performance is within the accepted level. If not, explore options such as resizing the existing solution.</i>
4	<i>Preferred vendor status for wood suppliers missing in the new system</i>	<i>Technical</i>	<i>Technical: Data might not have been migrated correctly from the previous system. There may be a bug in the app causing the field not to be displayed. Conduct testing and fix the issue.</i>
5	<i>Users are not using the feature where a pre-filled template can be used for</i>	<i>Non-Technical</i>	<i>Non-Technical: This requires constant reminders to be sent to staff</i>

	<i>frequently performed transactions</i>		
--	--	--	--

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.

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	<i>The issue that the preferred vendor status not appearing might have been a miss in the design stage itself. Features in the existing systems that the customers appreciate should have been retained in the new system.</i>
3	<i>Some users are struggling to use the system. There should have been a provision for people to view training recordings in case they were absent during the classroom training.</i>