

Question & Answer Transition to Sustain

Question

How do you intend to manage post go-live training for your transformation?

Answer:

Post go-live training will be managed through a blended approach of continuous learning and on-demand support. We will set up a comprehensive online learning platform with video tutorials, interactive modules, and detailed user guides accessible to all employees. Regular workshops and refresher training sessions will be scheduled bi-monthly to address any gaps in knowledge and ensure employees are up-to-date with the system updates. Additionally, a dedicated support team will be available to provide one-on-one assistance and answer any questions that arise.

Question

Describe how the BAU (Business-As-Usual) team will take over support after go-live.

Answer:

The transition to the BAU team will be phased over a period of three months post go-live. Initially, the project team will work closely with the BAU team, providing hands-on support and shadowing activities. A detailed knowledge transfer plan will be executed, including documentation handover and Q&A sessions. Gradually, the BAU team will assume full responsibility for support, with the project team remaining available for escalation and complex issue resolution. Regular review meetings will be held to ensure a smooth transition and address any challenges.

Question:

If you are implementing a system, how will this evolve? How do you intend to manage system enhancements and planning post go-live?

Answer:

Post go-live, system enhancements will be managed through a structured enhancement and planning process. A dedicated enhancement team will be established to gather feedback from users and identify areas for improvement. We will leverage an agile framework to prioritize and implement enhancements in iterative cycles, allowing for continuous improvement and quick adaptation to changing needs. Regular stakeholder meetings will be held to review the enhancement roadmap and ensure alignment with business goals.

Question

How do you intend to integrate applications into the platform post go-live?

Answer:

Application integration post go-live will follow a standardized integration strategy. We will conduct thorough compatibility assessments and use integration middleware to facilitate seamless communication between various applications and the new platform. Integration points will be documented, and comprehensive testing will be carried out to ensure data integrity and system stability. A governance framework will be established to oversee the integration process and ensure compliance with best practices.

Question

Who or which role will be the owner of the platform post go-live?

Answer:

The owner of the platform post go-live will be the Chief Information Officer (CIO). The CIO will be responsible for overseeing the overall performance, security, and evolution of the platform. They will work in close collaboration with the IT department, the enhancement team, and other key stakeholders to ensure the platform continues to meet organizational needs and drives business value.