**Training 1 (Introduction) Dated: 4/12/2019**

The training started from introduction of different departments and their leads. The following list describes the departments and their roles briefly;

# Sales Team

This department uses marketing leads from which they reach prospective customer to convert them into customers.

# Project Management Team

This team is responsible for project management. Responsibilities include creating timelines of the project and looking over other management aspects like creating Business requirement document of the project

# Functional Team

This team is responsible for mapping customer’s requirements into the system of Netsuite such that all requirements of customers are met. The team is led by Mr. Shehzad from Karachi office.

# Technical Team

This team is responsible to design and develop the actual project following BRD. The team is led by Mr Faraz from Karachi office.

# Support

Support is responsible for solving customer’s issues after the product has been deployed.

# PROJECT LIFECYCLE GUIDE FOR PROJECT TEAM

The project lifecycle starts from the **pre-sales** stage where Sales team presents the product to prospective client. Proof of concept is demonstrated to the client that contains minimum requirements just for demonstration purposes.

Second, comes **Initiation phase** where the project manager plans the project and defines the timeline of project. Business requirement document is made and sessions are held to alleviate the understanding of project details to different departments.

Third, comes **Analyze phase** where customer looks at the defined project, and timelines asking for any necessary changes to be made. Any conflicts arising due to the difference in client’s requirements and the drafted business requirement document (BRD) are sorted out in this phase.

Fourth, is the **design and configure phase** which is actually the main part of the project. In this part technical team is involved, the team develops the project as per the customers requirement taking guidelines from BRD.

Fifth, is the **validation pha**se where the customer checks the project, and on his satisfaction the project goes ahead towards deployment.

The deployment phase is comprised of 4 major parts

1. End user trainings are done to make sure that the customer gets most out of our system
2. Opening balance migration is done, it means that the accounts from previous systems are transferred in to the new system taking into consideration only the final figures from the previous balances
3. A cutoff date is set. Before that date all the balances are treated as opening balances, and after that date the transactions are treated as recent transaction.
4. All the data after the deployment of system will be treated as fresh data and recorded in Netsuite.

At the end of training our responsibilities were made clear to us. Technical skills are essential for survival but special emphasis should be on leadership skills, and in developing an environment of mutual help and team work. Moreover innovative ideas and new technologies should be brought forward for improvement.

FEEDBACK

The training was conducted in a very friendly yet professional way. Every question was answered in depth. Special illustrations were made to facilitate the learning process.