

Training Special Interest Group

Meeting to be held on Tuesday 29th April 2008

SAP UK Ltd, Clockhouse Place, nr Heathrow



AGENDA

09:30 Registration & Coffee

10:00 Introduction & Welcome

Daniel Paul – Amey
SIG Chair

10:10 Ensuring training is integrated into the SAP upgrade programme
An outline of how training is a critical component of an SAP upgrade programme. Introducing a best practice approach to ensure end user training is planned, prepared and integrated into SAP upgrade implementation plans. The presentation will look at key touch points that will enable the end user training requirements to be accurately identified and successfully executed, thus supporting the overall objectives of the upgrade. This will be outlined in the context of SAP Education's 'Eight Steps to Success' end user training methodology, along with real-life customer experiences.

Doug McPhail
SAP

10:40 Coffee & Networking

All

11:10 Change Management
Change management, critical areas and case studies

Doug McPhail
SAP

11:40 Customer Case Study
This presentation will provide an insight into RWD uPerform showing how it a comprehensive performance support tool for the collaborative creation, storage and management of application simulations, procedural documentation and eLearning courses empowering employees to obtain and exchange the knowledge and materials critical to their job function.

Barney Bowers
RWD

12:25 Lunch & Networking

13:25 Customer Case Study
This presentation by one of OnDemand's customers will provide an insight into how they have utilised software solutions that enable rapid user adoption and accelerate the return on investment for enterprise application implementations.

Brian Boyer
OnDemand

14:10 Changing the Mindset
Lessons learned about training and change management on a recent SAP implementation at BAE Systems
Successes – what worked and why.
Areas for improvement – what could have been done more effectively.
How this impacted a return to business as usual post implementation.
The key deliverables on Training that need to be delivered to make the handover to the business a success. The key deliverables on Change Management that need to be achieved to make the transition a success.

Keith Hampson
Liz Niccolls
BAE Systems

14:55 A.O.B. and Close

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We reserve the right to change the agenda at any time

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