

Training Special Interest Group

Meeting to be held on Tuesday, 16th September 2008

At SAP UK & Ireland User Group, Teesside



AGENDA

- 09:30 Registration & Coffee
- 10:00 Introduction & Welcome Daniel Paul – Amey
SIG Chair
- 10:05 Round the Room Introductions All
- 10:15 uPerform - Customer Experience Leila Forde
L B of Southwark
A review of the installation and rollout of uPerform as part of an upgrade from RWD InfoPak, some of the problems encountered, lessons learned and sharing of best practice.
- 11:00 Coffee & Networking All
- 11:30 Training Client Strategies in a SAP Environment Declan Byrne
Stephen Boyle
OCS
Session to include:-
 - Importance of Building a Robust Training Environment
 - Training Environment (linking with SAP ECC, BW and CRM systems)
 - Training System Landscape (Master , Slave and Sandpit environment and refresh approach)
 - Optimum dates for creation and maintenance of environment
 - Risks and Issues
 - Conclusion
- 12:15 SAP User Group Conference Update Craig Dale
SAP User Group
The latest programme information and details on the SAP User Group Conference in November.
- 12:25 Lunch & Networking
- 13:25 The lesson about on-line lessons David Cowling
Warwick University
This case study will explore the best ways of approaching the implementation of an on-line training tool and how it differs from other approaches (classroom or one to one) in the context of SAP training. What lessons have Warwick University learnt by going through the process of introducing STT Trainer, what mistakes did they make that others don't have to. Where STT fits into the overall training strategy.
- 14:10 Looking forward to the User Group Conference Daniel Paul
SIG Chair
- 14:40 A.O.B. and Close

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We reserve the right to change the agenda at any time

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