

Oracle User Adoption Services at Bytes People Solutions:

Bytes People Solutions, a leading provider of Oracle training in South Africa is working with the Oracle User Adoption team to ensure optimal use of Oracle Applications.

The model is aimed at answering the following typical questions about critical deployment issues:

- What are the objectives and expected benefits of your Oracle software implementation?
- How do you intend to measure progress toward expected benefits?
- How are you going to prepare managers and end users for changes in business processes and working procedures?
- How will you inform managers and end users about the changes, and how will you manage resistance?
- How will you train and coach managers and end users?
- Have you considered developing job-role-specific training?
- Have you considered different channels of training, such as classroom training, e-learning, and others?
- How will you support users after go-live?

The focus of the programs is not on the “how to use” the applications but emphasizes “how users can do their jobs more effectively.”

The Oracle User Adoption Offering and Approach:

Figure 1 provides some insight into the model:

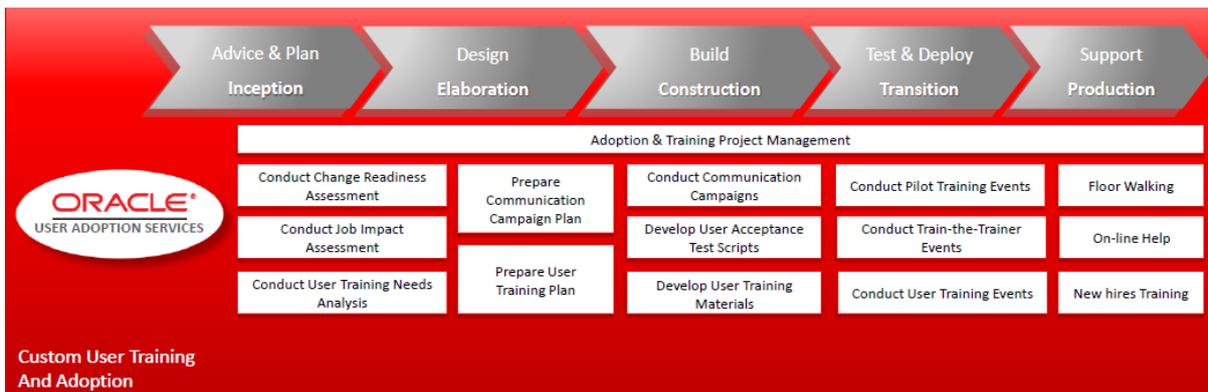


Figure 1: UAS

The main phases of the process is summarised below:

Conduct Job Impact Assessment

Objective	<ul style="list-style-type: none"> • Get a clear understanding of the impact on existing ways of working that will be brought about by the implementation of Oracle applications for each target group • Understand the likely nature of these impacts
Activity	<ul style="list-style-type: none"> • Collect and analyse job data • Identify the gaps between the new job profiles and the current ones • Identify who will be the most impacted • Determine the specific pre-training needs of the impacted roles
Deliverables	Job Impact Report

Conduct Training Needs Analysis

Objective	Derive the scope, approach and methodology for the design, development and delivery of the User Training Program to support the Oracle project throughout the project lifecycle
Activity	<ul style="list-style-type: none"> • Collect data through interviews with stakeholders and key users • System walk-throughs with subject matter experts (key users) • Observations of how end users use the current application(s) • Consolidation of the interview and observation data • Map findings to competencies for each job role and determine the gaps between current and desired skills • Establish process and task-based learning path / curriculum per job role
Deliverables	User Training Plan

Prepare User Training Plan



Objective	The User Training Plan is the deliverable coming from the Job Impact Assessment and Training Needs Analysis and include all activities and recommendation for a successful user training program.
Content	<ul style="list-style-type: none"> • Nature and scale of knowledge & skills training required • Training objectives by job role • Learner profiles • Learning plan and curriculum design by job role • Training evaluation method and approach • Curriculum development requirements and planning • High level requirement for training environment(s) • Identified training delivery methods and channels • Identified training success criteria, challenges and risks • Resource requirements and responsibilities

Develop User Training Material:

Objective	Design modular process-flow driven materials based on “real-life” or “day-in-the-life” scenarios.
Activity	<ul style="list-style-type: none"> • Design curriculum based on real-life scenarios and use cases • Develop materials with a variety of tooling, including Oracle User Productivity Kit.
Deliverables	<ul style="list-style-type: none"> • Student/Participant Guide • Exercise Guide • Instructor Guide & Presentations • Job Aids or Quick-Reference Cards • Media-Based Simulations • Knowledge & Skills Assessments

Delivery of End-User Training:

This can be in either a Train the Trainer approach or via an external trainer approach.

Kind Regards

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