



SAP Upgrade Program

Provincial SAP Upgrade Project Post Go Live – Support Plan

Thursday, June 25, 2009

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Overview

Objective of the Post Go Live Support Plan:

- to define and communicate the support processes and approach that will be activated post Go Live
- to ensure stakeholders are clear on how to handle problems or issues raised by SAP users
- to ensure a controlled process for logging, tracking, and prioritizing issues related to the SAP Upgrade is established
- to ensure the right level of knowledge transfer occurs between project team members and SAP CCC support team members
- to ensure business operations are maintained



Overview

Critical Success Factors

- Communications, Communications, Communications
- Stakeholder buy in and acceptance
- Consistent use of SAP Service Desk to log and track calls – post go live
- Ensuring problem tickets are accompanied with detail and examples
- Clear understanding of escalation process
- Effective defect prioritization



SAP Upgrade – Deployment Timeline

Final Preparations

- June 29 to July 3
- Primary Support: SAP Upgrade Project Team

GO LIVE Weekend

- July 3 (6:30pm) to July 6 (8:00am)
- Primary Support: SAP Upgrade Project Team

Stabilization

- July 6 to July 19
- Primary Support: SAP Upgrade Project Team

Knowledge Transfer

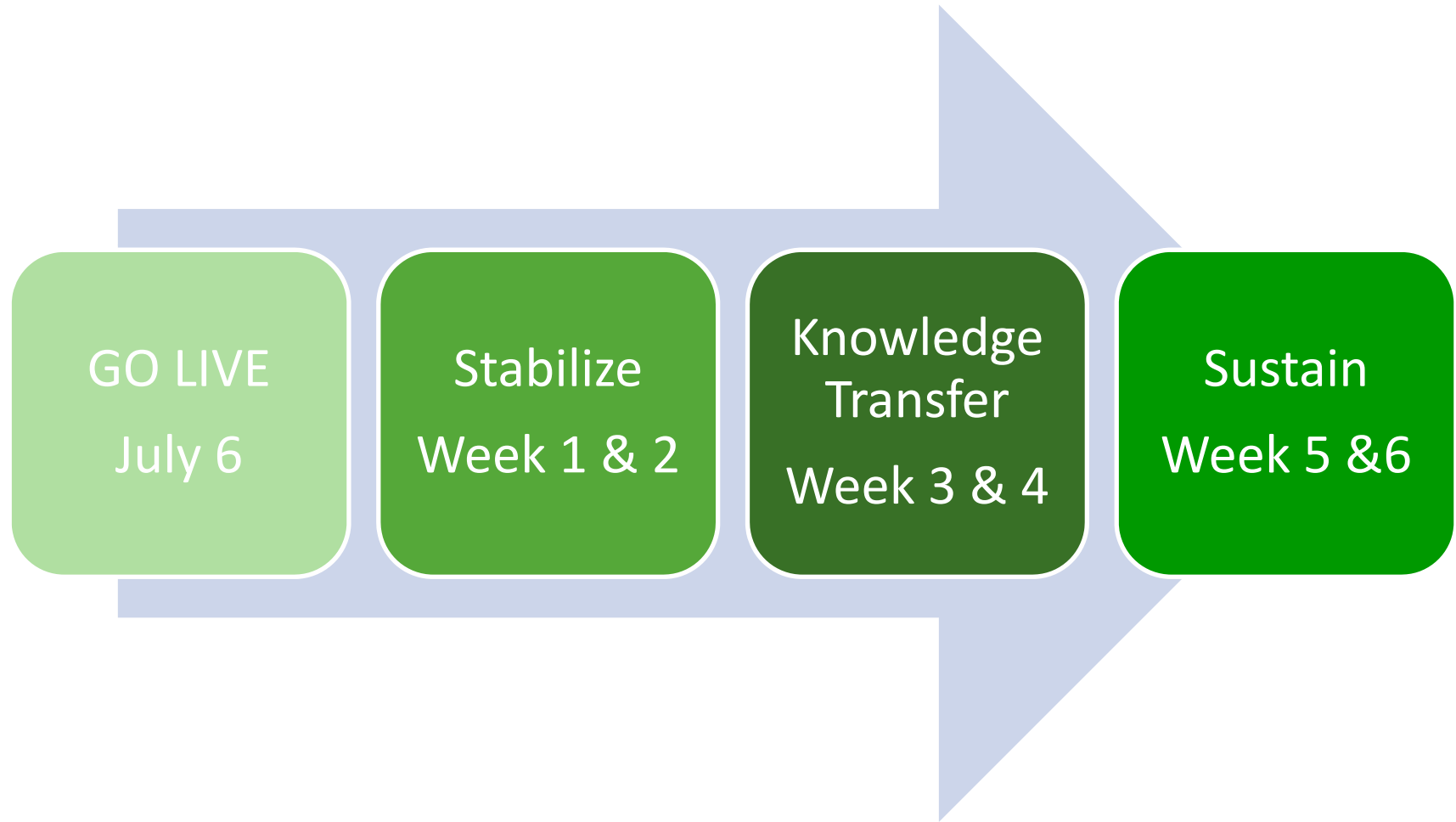
- July 20 to August 2
- Primary Support: SAP Upgrade Project Team & SAP CCC

Sustainment – Transition to Regular Operations Support

- August 3 to August 16
- Primary Support: SAP CCC



Post Go Live Support Model



Post GO Live Support Stabilization – July 6 to July 19

Who will be responsible for resolving SAP upgrade related tickets?

- SAP Upgrade Project Team

Who do you contact if you identify a problem?

- SAP Service Desk 424-7209
- SAP@gov.ns.ca
- The Service Desk will log a ticket and will gather the required information
- Problems not identified as Upgrade related will be assigned to normal CCC Support staff for investigation. If later deemed upgrade related they will be sent to the SAP Upgrade Project team for resolution
- All upgrade related tickets will be sent directly to the SAP Upgrade Project team for review resolution



Post GO Live Support Stabilization – July 6 to July 19

How long will it take to get a follow up on my ticket?

- 2 hours – a member of the SAP Upgrade Project team will be in contact

Who do I escalate a major issue to?

- Peggy Green – SAP Upgrade Program Manager (424-5215)
- Call if you have a question

How often will transports be loaded?

- Approval has been provided to process transports daily during the stabilization period.

Will SAP CCC Support Staff be available?

- YES – regular SAP CCC support staff will be assisting the SAP Upgrade Project team where applicable and monitoring the system.



Post GO Live Support Knowledge Transfer – July 20 to August 2

Who will be responsible for resolving SAP upgrade related tickets?

- SAP Upgrade Project Team
- SAP CCC Support Team

Who do you call if you identify a problem?

- SAP Service Desk
- The Service Desk will log a ticket and will gather the required information
- Problems not identified as Upgrade related will be assigned to normal CCC Support staff for investigation. If deemed upgrade related they will be sent to the SAP Upgrade Project team for resolution
- All upgrade related tickets will be sent directly to the SAP Upgrade Project team for review resolution
- **Note:** *the SAP CCC Support team and SAP Upgrade Project team will be working closely during this period to conduct extensive knowledge transfer)*



Post GO Live Support Knowledge Transfer – July 20 to August 2

How long will it take to get a follow up on my ticket?

- 24 hours – a member of the SAP Upgrade Project/SAP CCC Support team will be in contact

Who do I escalate a major issue to?

- Peggy Green – SAP Upgrade Program Manager (424-5215) or;
- Appropriate CCC Support Team Manager
 - Stephen Graham ~ HR/Payroll Support 424-2710
 - Susan Morash ~ FI & Loans Support 424-3632

How often will transports be loaded?

- The regular operational transport schedule will be in effect



Post GO Live Support Sustain –August 3 to August 16

Who will be responsible for resolving SAP upgrade related tickets?

- SAP CCC Support Team

Who do you call if you identify a problem?

- SAP Service Desk
- The Service Desk will log a ticket and will gather the required information
- All upgrade tickets will be assigned to SAP CCC Support staff based on normal operating procedures.



Post GO Live Support Sustain –August 3 to August 16

How long will it take to get a follow up on my ticket?

- Will follow normal response time

Who do I escalate a major issue to?

- Appropriate CCC Support Team Manager,
 - Stephen Graham ~ HR/Payroll Support 424-2710
 - Susan Morash ~ FI & Loans Support 424-3632

How often will transports be loaded?

- The regular operational transport schedule will be in effect

