

Company SAP Training Pilot

Lunch and Learn

Introduction

- The delivery of this pilot is in response to Company employee requests for additional system and process training; particularly in the area of SAP
- Statements from Company employees :
 - *I want to know more about what other teams and roles are doing*
 - *How does the work I do impact other areas of Company*
 - *How am I impacted by the work others do*
 - *I would like to know more about SAP master data*
 - *How is data translated between different Company systems*
 - *I understand the duties for my role, give me something that shows me the big picture*
 - *I want to understand SAP better to be more proactive in my work*
 - *What reports are available in SAP to help me troubleshoot*

The Right Team

- The pilot courses were developed as a partnership across the Systems Education team and the Company business teams

Team	Contributors
Contracts	Patty
Financial Control and Accounting	Carolyn, Pete
Inventory Control	Suzanne, Julie, Todd
Master Data	Ryan, Sara, Chuck
Scheduling	Greg, Raymond
Supply Settlements	Renee, Shelley, Joe, Jim, Emilia, Michael
Systems Education	Janet, Gail, Russ Landsberger
Transaction Control	Tom, Tara, Monica

Many other Company resources contributed to this work that are not listed here.

Thanks to everyone who supported this effort!

What Is A Training Pilot

- The training pilot is designed to help us learn:
 - What works
 - What doesn't work
 - How we can improve
- What is being piloted.....Everything
 - Curriculum design
 - Development process
 - Course content
 - Delivery methods
 - VTA LMS integration

The goal is to design a standardized, comprehensive training program for Company SAP enabled processes.

Purpose

- The purpose is to:
 - Provide participants with the opportunity to give important feedback on the pilot learning methodology
 - Curriculum design, course content and delivery vehicles
 - Deliver integrated systems and process training with an emphasis on SAP-enabled activities
 - Recommend a complete end user training strategy for the SAP Training Program based on the lessons learned in the pilot project
- The purpose is NOT to:
 - Evaluate the professional performance or capabilities of the participants
 - Develop gap training, pilot courses are part of broader training scope

Pilot Overview

- Learning Methods
 - Two courses are delivered as computer-based training (CBT)
 - Two facilitated discussions reinforce CBT topics
- Delivery Dates
 - Pilot courses are completed between January 15th and January 25th
 - CBTs between January 15th and January 23rd
 - Facilitated discussions on January 24th and January 25th
- Delivery Location
 - CBTs should NOT be taken at your desk
 - Training room 051G is available 8am-12pm (1/15, 1/18, 1/22, 1/23)
 - Facilitated sessions are held in Cantera II 116 and Cantera 134/136

Program Curriculum

<p><u>LEVEL 1 - Introduction</u></p> <p>Delivery: CBT Primary: All Employees</p>	<p>BW Overview</p>	<p>SAP OA Overview</p>	<p>IST OA Overview</p>	<p>SAP PR4 Navigation</p>
<p><u>LEVEL 2 - Process Overview</u></p> <p>Delivery: CBT Primary: All Employees</p>	<p>Purchase To Pay</p>	<p>Order to Cash</p>	<p>Financial Control and Reporting</p>	
<p><u>LEVEL 3 - Sub-Process Overviews</u></p> <p>Delivery: CBT Primary: Focus Team Secondary: All Employees</p>	<p>Inventory Control Overview</p>	<p>Supply Settlements Overview</p>	<p>Transaction Control Overview</p>	
<p><u>LEVEL 4 - Task Training</u></p> <p>Delivery: ILT, Coaching Primary: Focus Team</p>	<p>Inventory Control</p>	<p>Supply Settlements</p>	<p>Transaction Control</p>	

Program curriculum scope is theoretical and not approved.

Pilot Curriculum

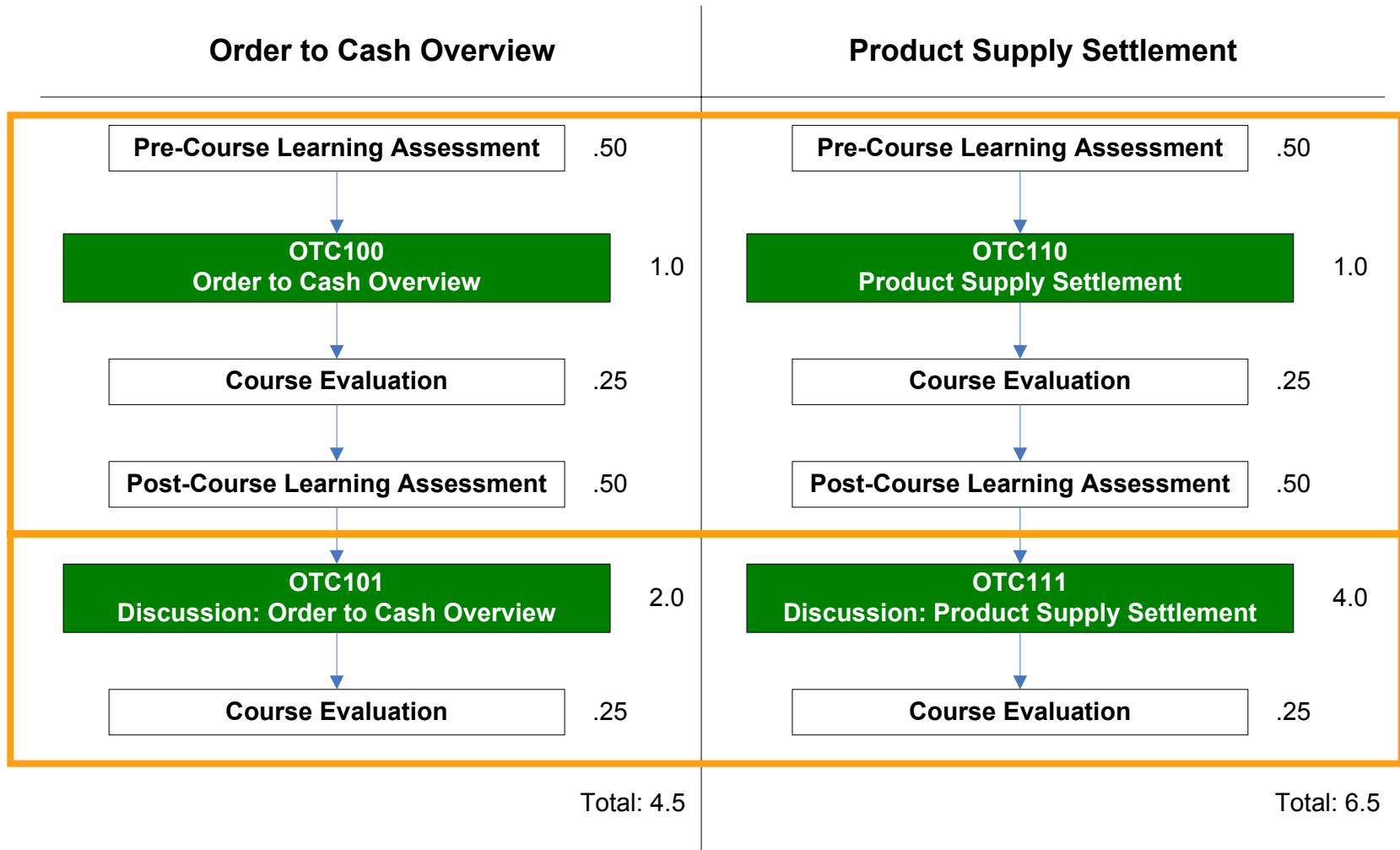
<p><u>LEVEL 1 - Introduction</u></p> <p>Delivery: CBT Primary: All Users</p>		<p>IST OA Overview</p>
<p><u>LEVEL 2 - Process Overview</u></p> <p>Delivery: CBT Primary: OTC Users Secondary: All Users</p>	<p>Purchase To Pay</p>	<p>Order to Cash</p>
<p><u>LEVEL 3 - Sub-Process Overviews</u></p> <p>Delivery: CBT Primary: Settlements Team Secondary: All Users</p>		<p>Product Supply Settlements</p>
<p><u>LEVEL 4 - Task Training</u></p> <p>Delivery: ILT, Coaching Primary: Settlements Team</p>		<p>Product Sales Settlements</p>

Vertical slice of the broader curriculum is piloted.

Course Descriptions

- Level 2: Order to Cash Overview (OTC100)
 - Discusses the sub-processes, systems and SAP integration points involved in the end-to-end Order to Cash process
 - Includes a facilitated discussion session (OTC101)
- Level 3: Product Supply Settlements (OTC110)
 - Describes the Order to Cash and Purchase to Pay business activities and SAP data concepts involved in performing product supply settlements
 - Includes a facilitated discussion session (OTC111)
- Level 4: Product Supply Settlements courseware is designed for one-on-one coaching delivery
 - Courseware is to be reviewed by the business for practical application at Company
 - Courseware will NOT be delivered within the timeframe of the pilot

Participant Training Plan



Training Groups

- Pilot participants have been placed into one of two training groups:
 - New User
 - Experienced User
- Both training groups will complete the same training plan
- CBT and ILT learning content will vary slightly based on the training group to which you are assigned
 - Participants choose “New User” option in CBT
 - Participants attend facilitated session based on training group
 - 1/24 – New User session
 - 1/25 – Experienced User session

Participant training group assignments have been made by the manager and have no significance to anything other than the pilot delivery.

VTA LMS Registration and Credits

- VTA LMS Registration
 - All pilot courses, evaluations and learning assessments will be assigned to your plan in VTA LMS
 - Participant VTA LMS plan finalized by 1/12
- VTA LMS Credits
 - Each course offered for the pilot qualifies for credit toward the Company employee training requirement
 - CBTs: 4 hours total
 - Facilitated discussion: 8 hours total

Measuring Training Effectiveness

- Participants will provide evaluation data on pilot training effectiveness by completing course feedback evaluations and learning assessments
 - Level 1 Evaluation – Reaction Measurement
 - Measures how the course meets the needs of the learner
 - Training content
 - Delivery method
 - Materials and media
 - Level 2 Assessment – Learning Measurement
 - Measures knowledge transfer from taking the course
 - Business concepts
 - Process and system terms and data elements
 - System integration points and transactions

Participants may be asked to provide additional feedback in post-pilot focus group sessions.

Demonstrations

- VTA LMS Learner
 - Assignments
 - Prerequisites
 - Course completion
- CBT courses
 - Interface
 - F11
 - Navigation bar (audio, help, reference, glossary)
 - New user button
 - Navigation
 - Linear progression
 - Book marking (cookie)
 - Coaching and Drilldown icons
 - Interactions (roll over, SAP demos, drag n drop)

My Learner For: Landsberger (Contractor), Russ

Learning Plan

Sort By: Priority Show: To Do List Refresh

Course Title	Code	Pri- ity	Status	Action
Order to Cash Discussion, Exp	SAPOTC104	3	Due: 1/10/2007	Schedule
Order to Cash Overview, Exp	SAPOTC103	3	Due: 1/8/2007	Start
Product Supply Settlement Discussin, Exp	SAPOTC114	3	Due: 1/10/2007	Schedule
Product Supply Settlements, Exp	SAPOTC113	3	Due: 1/8/2007	Start

- [My In-Progress Training](#)
- [My Schedule](#)
- [My Plan](#)
- [My History](#)
- [My Wishlist](#)
- [My Mail](#)

My Learner For: Landsberger (Contractor), Russ

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Lessons for Class

[Back to Plan](#)

Lessons For: **Order to Cash Overview, Exp (SAPOTC103)**

Lesson Name	Type	Required	Take When	Status	Action
Pre-Test, Exp (Description)	Pre-test	Y	NA	Not Started	Start Test
CBT Course, Exp	Document	Y	NA	Not Started	Not Available
CBT Evaluation (Description)	Evaluation	Y	NA	Not Started	Not Available
Post-Test, Exp (Description)	Test	Y	NA	Not Started	Not Available

Help Desk

- Call us with questions
 - Russ Landsberger – 7789
 - Gail McLinn – 6715

Q&A

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