

The University of Cincinnati

SAP 4.7

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At a Glance:

RWD delivered the following to UC:

- 1,200 users trained through more than 50 courses encompassing 3,500 hours of training
- Classes and workshops kept small and personable (12-30 "students" each)
- Additional RWD Info Pak® coaching (separate from courses)
- Live support and maintenance of Web site through Web Architect
- Additional Web Architect training (separate from courses)



Back to School: The University of Cincinnati Learns With Its Tenured Partner

When the University of Cincinnati decided to overhaul its entire Finance and HR systems from CUFFS Financial and Integrals HR to SAP 4.7 in February 2004, they needed an experienced partner to handle the massive rollout to their 1,200 employees. The University of Cincinnati chose RWD for the job, a company with a reputation for scoring "A's" across the board for these types of performance and training projects. The decision resulted in a two-plus year relationship that "was an extremely positive experience," according to Dennis Yockey, Associate Vice President, Business Core Systems.

The Curriculum

University of Cincinnati's SAP 4.7 rollout would impact over 1,200 Finance and HR users. The project required RWD to help build and maintain training instructions for each core process within SAP's solution. For Finance, this included purchasing, grant management, cash management, business warehousing, and time management using Kronos. For HR, it would require work instructions for personnel, benefits, and time management among other processes. Additionally, a central Web portal, which would act as a repository for all content created for UC, needed to be created, maintained and backed by RWD Web-based assistance and live support.

The Test

The size of the implementation, combined with some "unique" circumstances, left several additional challenges for the project. First, since UC was an early adopter of SAP 4.7 there was a substantial amount of completely new training materials that needed to be created including basic work instructions and documentation for the brand-new processes within the Finance module. As a result, RWD needed to update and re-write even most basic work instructions, as well as the cash management piece within Finance, which was a brand-new process and needed to be created from scratch. Additionally, and perhaps most importantly, UC had concurrent employment in place, meaning an individual employee could hold two positions at the same time. The roll-out would need to account for end-users who could be using both the Finance and HR pieces simultaneously.

"We knew that being an early adopter of SAP 4.7 and having unique employment situations would make rollout a major challenge, but then again, that's why we went with RWD," said Yockey.

"We knew this rollout was going to be massive. We needed a partner who would be flexible and be willing to adapt to our unique circumstances."

*Dennis Yockey
Associate Vice President,
Business Core Systems*

Best Practices – Acing the Test

Perhaps the most impressive and successful solution RWD brought to the table was its "role mapping" approach to training. RWD identified the most critical transactions within each process and through its advanced documentation and simulation product, RWD Info Pak®, captured how experienced users performed various transactions. That data was then used to create courseware and work instructions for other end-users. Given the number of people needing training and the extra challenge with concurrent employment, this was a feature that worked extremely well.

"The reaction from our employees was that RWD's methods truly made the rollout a success. The ability to actually see exactly what to do and then know step-by-step how to replicate the action, gave our staff a 'learn-by doing' approach that I can only describe as exactly what we needed," said Yockey. "And with a project this large, it was helpful that RWD was adept at creating and maintaining a central Web site that housed all our critical content."

Averaging the Marks and Achieving an A

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In alignment with UC's commitment to providing a world-class education, Yockey thought it was "appropriate" that RWD strove to keep its training courses and instructions small and personable. "It impressed me that RWD didn't try to cookie-cut or fit something they had already done to our project," added Yockey. "The solution they brought was tailored to our needs and designed to maximize our staff's time — I would definitely say they deserve an A."