Stakeholder management:

Collaboration with the Business side, engagement in the project

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1 **Impact of lack of business involvement**

-- General Rules / Benefits of effective user involvement

-- Different ways to involve business

2 Do you speak SAP? (aka ‘Speaking the same language’)

3 Transferring a vision into a system

4 Realistic allocation of enough business people

5 Involvement of business in implementation phases

6 Examples

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General Rules / Benefits of effective participation

- **General Rules and Roles**
- **Benefits of effective user involvement**
- **Different ways to involve business**

Representatives from business must have the possibilities to influence the solution

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1 Impact of lack of business involvement

2 **Do you speak SAP? (aka 'Speaking the same language')**

-- You must learn the words before you can speak

-- Business people are not always experienced with IT projects

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You must learn the words before you can speak

Learning a language is taking time

- SAP terminology
- SAP standard process
- Formal training (SAP standard training and/or customer specific training) already at the beginning of the project
- Demonstrations on other systems
- Visits and discussion groups with other of the same system

Business people are not always experienced with IT projects

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-- General Rules and Roles

-- Regular checks with business are key

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Rules / Regular Checks with Business

- **General Rules and Roles**
- **Regular checks with business are key**

- Regular check sessions during whole implementation with business key decision makers and end user to ...
  - Have more and better acceptance
  - Be sure, solution will fit to 'agreed' expectations
  - Expectations are realistic

Q&A sessions are often seen as quick check if everything is OK, but could be an important and powerful possibility to improve quality and appropriateness of the system

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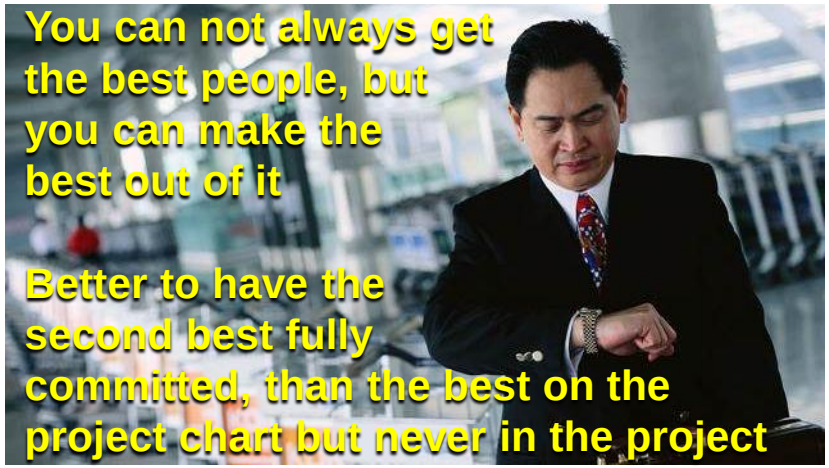
Key principles to keep in mind

- **Rules**
  - Project members must have enough time - at least as much as agreed up front
  - Project member should do what they do best
  - Business people are usually no developers, don't expect descriptions and explanations with technical details
  - Most suitable skilled and experienced people often do not have enough time to participate – But this doesn't mean taking the one who has time is a good idea

- **What you can do to get the best**

- **What you can do if you don't get the specialist**



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5 **Involvement of business in implementation phases**

-- Participation according project phases

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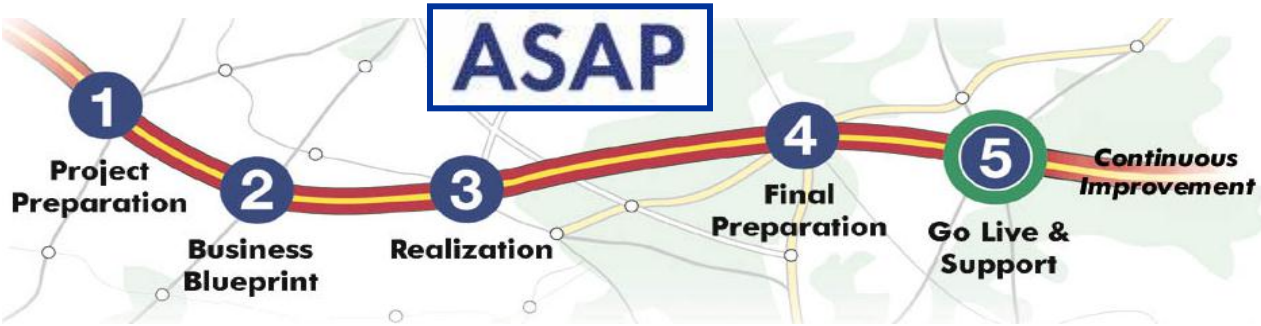
Participation according project phases



Involvement of business (user) is required in every implementation phase

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