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# TRAINING PLAN

## CARGAS “NGVC”

22 September 2022



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## TRAINING PLAN

### PROJECT IDENTIFICATION

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<b>Project Number</b>	IM-22-79
<b>Customer Name</b>	CARGAS “NGVC”
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<b>CIC Project Manager</b>	Mr. Ahmed Hamdy
<b>CIC Project Sponsor</b>	Mr. Ibrahim Ahmed
<b>CARGAS Project Manager</b>	Mr. Abdelmoneim El-Farra
<b>CARGAS Project Sponsor</b>	Mr. Hasanain Mohamed

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<b>Author</b>	Mr. Ahmed Hamdy
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## 1. Introduction

## 2. Purpose

The purpose of the Training Plan is to identify the appropriate training strategies and activities required to achieve the desired learning outcome during SAP implementation.

The Training Plan provides a clear understanding of what must happen to meet the training requirements that have been defined, thus, end-users receive training in the knowledge, skills, and/or abilities required to support the new roles, business processes and/or technology.

ERP Implementations are a significant investment both financially, and in valuable management time. User skills and resourcing are considered the top critical success factors behind a successful change management. CIC ensures knowledge transfer during implementation projects to staff at all levels of the organization affected by the solution implementation. Knowledge transfer is a key component in every phase of CIC's methodology.

## 3. Training Objectives

- Ensure that all impacted staff receive relevant training to prepare them for any new working practices
- Ensure appropriate level of skill is reached in order for all relevant users and stakeholders to adopt, use and support the ERP solution for business as usual activities

## 4. Assumptions

The following assumptions apply to the Training Plan:

- End users have a zero base of ERP knowledge, skills and experience.

## 5. Training Scope

- Key user training
- End user training

## 6. Training Roadmap

For a system to be implemented effectively, the training program must be developed alongside the full implementation project phases, and continue after system go-live.

The below table illustrates the training plan mapped to the implementation phases.

Phase	Activities
<b>Prepare Me: Prepare</b>	<ul style="list-style-type: none"> <li>• Perform Mobilization Training for the Project Team</li> <li>• Prepare Training Strategy and Plan Document.</li> <li>• Conduct Project Team Enablement prior to Fit-Gap Analysis</li> </ul>
<b>Tell Me: Explore</b>	<ul style="list-style-type: none"> <li>• Conduct Learning Needs Analysis</li> <li>• Develop Detailed End-User Training Plan</li> <li>• Prepare and Build Training Content in Project Environment</li> <li>• Conduct Key User training</li> </ul>
<b>Show Me: Realize</b>	<ul style="list-style-type: none"> <li>• Prepare for Key User Knowledge Transfer</li> <li>• Perform Solution Walkthrough and Knowledge Transfer to Key Users</li> <li>• Perform KT for Delta Scope</li> <li>• Prepare End User Training Materials and Documentation</li> <li>• Set up Training Environment</li> <li>• Develop End User Training Schedule and Logistics Plan</li> </ul>
<b>Let Me: Deploy</b>	<ul style="list-style-type: none"> <li>• Validate and Adapt End User Training Material Developed</li> <li>• End User training Kicks off with CIC</li> <li>• Collect Training Evaluations feedback</li> <li>• Perform People Readiness Assessment</li> </ul>
<b>Help Me: Run</b>	<ul style="list-style-type: none"> <li>• CIC provides Solution Manager training for use as a knowledge store.</li> <li>• CARGAS Key users provide first level support to end users.</li> <li>• CARGAS Key Users &amp; CIC Consultants ensure the completion of all Project Training material.</li> <li>• CIC provides second level support or as advised by the provided SLA</li> </ul>

## 7. Training Program

CIC will provide adequate training to CARGAS in order to ensure a smooth project handover and an effective cost of ownership of the SAP system. SAP training during implementation projects is divided into two main arenas:

- **Project Team Training (PTT):**  
PTT ensures that the Project team is properly aligned and educated on SAP's software portfolio and methodologies. This ensures an effective Change Management approach and minimizes project risks. Moreover, CIC adds value by using TTT (Train the Trainer) techniques and methodologies to provide the Project team with the necessary skill set of effective knowledge transfer to their Organization.
- **End-User Training (EUT):**  
EUT ensures effective system use and knowledge transfer during and after the implementation project. The delivery of this training is coordinated between CIC's and CARGAS's Project teams. CIC provides the assessment and prototypes of the EUT; CIC delivers the EUT for 50 users maximum for all modules. Moreover, a procedure library (developed by CARGAS based on prototypes) is available in Solution Manager for later use and linked to their respective processes.

## 8. Training Deliverables

- Training strategy
- Training plan
- Training materials
- Training attendance and completion records

## 9. Training Risks

The following risks apply to the training for the project:

- End users want more training than required/feasible
- Changes to project occur during development and delivery of training
- End users' commitment toward shared training schedule

## 10. TRAINING NEEDS ASSESSMENT

The Training Needs Assessment identifies gaps in the knowledge, skills or abilities of impacted stakeholders compared to levels required to support and sustain the changes implemented.

## 11. TRAINING LOGISTICS

### 11.1. Training Facilities:

The following is a list of the equipment and facilities preparation that will be required for classroom training sessions:

- An instructor Laptop, attached to a projector or wide smart screen
- A projection screen
- One computer or laptop for each learner (for hands-on systems training)

### 11.2. Training Environments

The following section describes the distinct training environments:

- Training Development Environment (will be used for creating training materials; this environment is for the exclusive use of the project team)
- Training Production Environment (will be used to deliver Instructor-Led Classroom Training)
- Training Practice Environment (Will be used by end-users to practice in the new system)

## 12. Training Evaluation

In evaluating the effectiveness of training delivery, information will be sourced from the following areas:

- The outcomes of competency tests completed by trainees at the end of each module
- Feedback from trainees on confidence level at the end of each module
- Feedback from trainers on training problems or individuals with who have experienced learning difficulties

## 13. Dependencies

Successful training is dependent on the availability of:

- Access to business resources for input and review of the course outlines
- Access to business resources for input and review of the training materials
- Availability of training facilities including rooms, flip charts, whiteboards, etc.



## Acceptance of the TRAINING PLAN

### Customer Project Manager

<b>Name</b>	Mr. Abdelmoneim Elfarra
<b>Date</b>	
<b>Signature</b>	

### CIC Project Manager

<b>Name</b>	Mr. Ahmed Hamdy
<b>Date</b>	
<b>Signature</b>	