## Global Implementation – Do's and Don'ts

- **Introduction**

- **Defining Global Objectives**

- **Defining a Global Methodology**

- **Defining a Global Design and Configuration**

- **Defining a Global Support Strategy**

- **Q&A**

What are the objectives of the implementation and what is the context of the project?

- Maturity level of your organization.
- Budget and Time constraints.
- Competing local / US projects.
- Global exposure of the key decision makers.

## Do:

• Clearly assess the objectives of the global rollout.

• Understand the complexity and challenges of global implementation.

• Include local executives in steering committee.

## Don't:

• Underestimate the time and budget per country.

• Think one solution will fit all countries.

How can a global rollout be cost efficient, fast paced and with quality when so many odds are against it?

Key Elements:
- Project Phase(s).
- Scoping and Project Planning.
- Project Team Organization.
- Gathering Local Requirements.

## Do:

• Define a template based global methodology.
• Identify Business Leaders and Analysts in the US and in the local countries.
• Use local resources in the project team.

## Don't:

• Start the user requirement gathering before the corporate business processes are mapped.
• Underestimate the impacts of working with remote teams.

PeopleSoft delivers global features that meet local statutory requirements.

- Define the strategy for the cross-module and global features.
- Define the strategy for multi-languages.
- Define the new security requirements.
- Define the impact on infrastructure and batch processes.

## Do:

• Trust PeopleSoft features for your global rollout.
• Prototype as early as possible the target solution.
• Involve the local business leaders in the review of the designs.

## Don't:

• Underestimate the impact of existing customizations and interfaces on delivered global features.
• Forget that your production support will make changes to existing solutions.

With more and more countries on PeopleSoft, how is your support organization going to be impacted?

- Implement Help Desks and Service Level Agreements.
- Define process for new evolutions and enhancements.
- Ensure an efficient way of communicating.

## Do:

• Identify and train local SME as early as possible.
• Assign dedicated local support analysts.
• Train the support team on the new processes and features.

## Don't:

• Underestimate time and cultural differences in resolving problems.
• Think the project is over when the country is live.

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# Q & A

## Thank You!