4.5B Upgrade

University of Toronto
General Information

• Live September 7, 1999
• 4 months elapsed time with Implementation
• 2 months of planning
• Hardware already Upgraded
• Whole process began in April of 1999
• Primarily technical upgrade
  – little new functionality introduced
Resources

- **FIS/HRIS**
  - 15 Analysts & Developers

- **DIS/RIS**
  - 8 developers -2 months

- **Technical Support**
  - Team Lead - 4 months
  - Basis and DBA -2.5 months
  - Network - 1 month

- **Training, Testing, Documentation**
  - 3 Analysts - 3 months each
  - FAST (7) 1 month each

- **Consultants** - 34 days
Challenges - UofT

• Development Systems not same as production
• Development slowed or stopped
• Still maintain HR changes
• Resources had day jobs
• Limited Window of Opportunity
• Training
Challenges - SAP

- Quality of the Upgrade
- Application of OSS Notes - frequency
- Volume testing not done
- Delays in test schedule
- Notes still being sent during conversion
Things that Were Good

- Support from Elvira on FM
- Support from Washington during conversion
- HR Development Team in Palo Alto
- Standard SAP Modules went well
- End User Training not Overwhelming
- Communications with UCT and CMU
- Going Live Check
Things that Were Bad

• Support and Awareness by SAP Canada
• Local Support not easily available
• Palo Alto HR Team Overwhelmed
• Timing delays
  – OSS/Palo Alto/Germany/UofT
LUCK

• Ran first Bi-Weekly Payroll in advance on 3.1H
• Kept a clone of pre-upgrade system
Next Version ????

- 4.6B or 4.6C
- Hardware requirements/system performance
- GUI
- Training