

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