Evaluating System Success in the Post Go-Live Environment

1) Business – benefits, decision-making, project management
   a) We are receiving the business benefits expected
      - We have specific return on investment expectations
      - We have metrics that tell us whether or not we are making progress
   b) We are able to use information from the system to make good business decisions
      - We are able to interpret and use the reports we have
      - We can generate the reports we need from the system
      - Our managers know how to use the system to manage their business functions
   c) We are adding capability and making changes based on strategic business needs
      - Our business leaders are engaged in decisions about the vision, goals and direction for the system
      - We have a management structure and processes in place for providing direction and making decisions
      - The management structure is represented by key leaders from across the business
      - System changes are not driven by local or department-level self-interest
   d) Our system-related projects are well-planned, delivered in time and stay within budget
      - We have an effective program management structure in place
      - Resources applied to system-related projects are adequate to meet business expectations

2) Process – standardization, management, and continuous improvement
   a) Our processes have become more standardized
      - People understand their fit within the business processes
      - Our business processes are documented and visible
      - People have adopted the new business processes without developing work-arounds
   b) We have designated people who manage our processes across functions and locations
      - Process Owners are responsible for measuring process efficiency
      - Process Owners initiate and support process improvements
   c) We have succeeded in centralizing some key functions within the business
      - The system has enabled us to make organizational changes that have benefited the business, improved processes, and the helped the user community
      - We have managed the organizational changes effectively and to the benefit of all business stakeholders
   d) We have formal continuous improvement initiatives in place
      - We have groups who focus part of their time on continuous process improvement
      - We form ad hoc teams to address process performance issues as needed
      - We monitor and measure outcomes of our continuous improvement initiatives

3) People – training, support, communication and organization
   a) People are able to efficiently use the system to do their work
      - People’s ability to use the systems efficiently continues to improve over time
      - Ongoing learning opportunities and performance support are available for our employees to improve their capabilities
      - Our new employees are trained thoroughly before they are expected to use the system and are supported as needed
      - When our people change jobs, learning/training materials and opportunities are available to help them understand their new processes and to execute the system functionality required for their new position
b) Our system users get the performance support they need
   - Our Super Users have an established, on-going role, which includes work group-level performance support
   - Training materials, learning assets, reference documents, and on-line support materials are kept up to date

c) People receive the system-related communications they need
   - Communication plans and resources ensure that people are aware of and understand any system changes made after go-live
   - People have a way to interact with, collaborate with and learn from others who execute the same transactions

d) People are organized along business process lines to enable them to work together effectively
   - We have removed organizational barriers that prevent people from working well together
   - We are organized in a way that parallels the system and allows system users to work together most effectively

4) Enabling Technology – service levels, help desk, data integrity and organization
a) We have an effective Center of Excellence or Sustainment Strategy established
   - We have service level agreements that meet internal customer needs
   - Our methods for applying upgrades or enhancements are not disruptive
   - We effectively communicate any changes or improvements to the user community

b) Our Help Desk effectively serves internal customer needs
   - We consistently receive high customer ratings
   - Our internal customers understand and agree with our service level agreements

c) We are able to maintain the integrity of our data
   - Master records are managed to avoid redundancy
   - Our master data management processes are easy to use

d) PeopleSoft application support is integrated effectively with the rest of the IT community

e) PeopleSoft application support is integrated effectively with the business