



## Business Transition, Smart Approaches through Business Process Modelling, Documentation and E-learning

### Challenges concerning end-user material

One of the most important aspects of a software project, is the transfer of knowledge to end-users. Until recently, this aspect was often overlooked because of time and budget constraints. Due to the lack of documentation, training and reference material, the end-user faced a lot of problems when the new application was brought into use.

Ferranti avoids these issues by recording/mapping all business processes (Business Process Modelling), by providing well organized and flexible documentation, training and reference material, and by creating customized E-learning systems. An additional challenge is to structure these deliverables in a way they can be easily maintained afterwards.

### Approaches to improve the knowledge transfer to end-user

How does Ferranti realize these challenges?

- **Business Process Modelling:** all processes within an application are recorded/mapped by means of flow charts. These flow charts are created and maintained via Process4Biz. This application consists of a database and allows a direct coupling to, amongst others, Microsoft Dynamics Ax.
- **Documentation:** Documentation material is set up based on a fixed, pre-defined structure. By using this documentation, the end user should be capable of learning the application or the changes to the application on his own. Each module of the application is covered in a separate manual. Each manual is subdivided into chapters that highlight a specific part of the module. At the end of each chapter, the user can test his knowledge by means of a questionnaire. If applicable, a chapter also contains lab-exercises that can be used to test the knowledge in practice.

Beside manuals, the applications can be provided with a Online Help system. An Online Help system is used as reference material while executing common tasks. The Online Help can be called directly from the application. It contains a complete screen-catalogue and a description of the tasks.

- **Training:** Training sessions are always custom-built. Nevertheless, the make-up of a training plan follows a predefined structure, namely it is based on the different modules of the application and on the level of experience of the participants. This can be controlled via a certification model. At the end of a training session, the participants are acknowledged by means of a certificate. Certificates can be useful to decide if users have enough experience to follow the training session of the next level.

Training sessions mainly focus on lab-exercises that are executed under the supervision of the trainer.

- **E-learning:** E-learning is a new way of training employees. An online training-scheme enables users to learn new information at own speed. During an e-learning session, all related tasks are explained by means of presentations, reference material and Captivate videos. At the end of a session, the knowledge can be tested online.

**Advantages of a structured business transition structure**

Via real-life cases, Ferranti has gained a lot of experience in documenting and training employees. Based on these experiences, we have composed a flexible and easy to maintain Business Transition structure which explained in the previous chapter.

Even though the deliverables are set up based on a predefined structure, this doesn't mean that we are losing track of the specific demands of the customer. The division of the process modeling, documentation, training and e-learning into separate modules and chapters, enables us to create deliverables that are easy to maintain and extendable for possible future features.