# Software Systems Implementation

## PRODUCING EXPERT USERS IN LESS TIME

Companies want to see a return on their major investment in new software/systems. With a few exceptions, the software/system works as expected. Yet many companies are disappointed. The results fall short of the higher productivity, lower cost, increased sales, or reduced waste they expected. The road to faster, cheaper, better is longer than first thought.

## Why they don't get what they want

A prominent reason that companies don't see the payoff is that users have minimal skills at go-live. Months, even years, later users have either not achieved the expertise to use the system fully, or are using the new system to do the same old things.

## What Luminance delivers

Our proven methodology for training and support ensures that users can perform at a high level at go-live and, equally important, have the confidence to do so. After go-live, they carry on to become experts who use the system and deliver the return on investment.

## How we do it

### The key principle: Recognize differences

Jobs are different, people are different, and their needs are different. We stay away from one-size-fits-all training.

**We recognize differences:**

- **Jobs are different**
- **People are different**
- **Needs are different**

### The tools: Build a learning system

Learners navigate a learning map. Learning Guides, e-Demos and e-Tutorials guide their hands-on practice on the "live" system, typically a low-cost beta copy of the software/ system as development moves to completion for go-live. For new transactions that will be infrequent, complex, or critical, learners use on-line or print-on-demand Quick-References with the essential business and system details. A user-coach provides as-needed when-needed instruction and feedback, and the final sign-off on proficiency achieved.
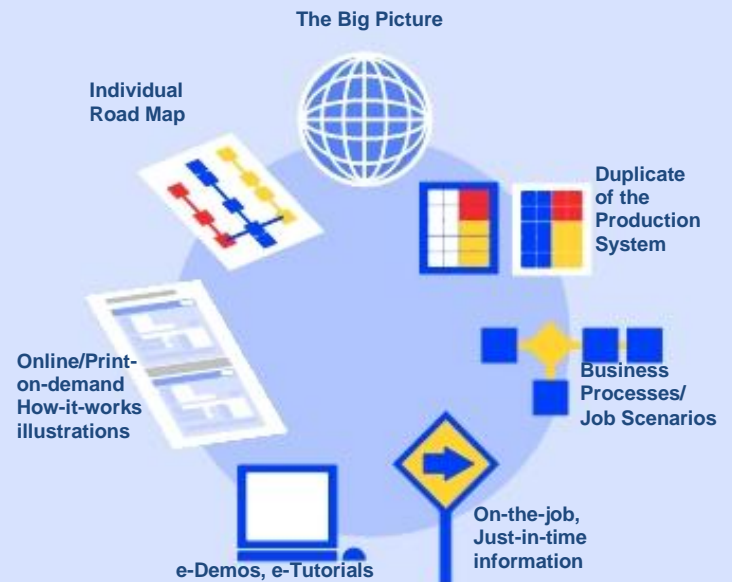
### The approach: Focus on individuals

We make mastery learning the goal. Users don't just get the idea, they *really* get it. We focus on on-the-job performance. Users become fluent with the system and execute the more complex, infrequent, and critical business transactions reliably by consulting quick-references for just-in-time information.



The Big Picture

Individual Road Map

Duplicate of the Production System

Online/Print-on-demand How-it-works illustrations

Business Processes/ Job Scenarios

On-the-job, Just-in-time information

e-Demos, e-Tutorials

### The user experience: Build confidence

With system + business processes divided into building blocks, learners follow their individual job paths through the learning map. They are motivated by frequent successes with bite-sized units. Learners go as fast as they want, and when it counts, as slowly as they need to. Instead of being controlled by an instructor's schedule or the group average, each learner sets the agenda for becoming proficient and confident. Learners practice until they are satisfied. They consult with the coach when they need to. They discuss scenarios with colleagues when it makes sense to them. They each decide when they truly "get it".

### The results: Produce expert users in less time

**I AM READY!**

**I am capable**

**I've done it**

**I've seen it**

### The scheduling options: Fit to work requirements

If users are to learn at their regular work stations as time permits—no problem. The learning system is designed for individuals. If the job makes it difficult for users to learn at their work stations, they can gather in organized "learning labs" with flexible sign-up scheduling. Clients and users often prefer this arrangement for better concentration, accelerated learning, group interaction, and available coaching. If users are geographically dispersed—no problem. The learning system will work wherever the new software/system will be used. In many cases, web-enabled software gives users the option to learn at home.

### The project: Do more, for less

At the outset, we synchronize the training development timetable with the system specification, build, test, and implementation phases. The aim is to identify 2 for 1 opportunities and to reduce the risk of re-work. Examples:

- Work on functional specifications can provide business context for Learning Guides.
- Test scripts can feed into practice exercises.
- System testing can serve as preparation for user-coaches.
- Test results can shape Quick-References.
- Implementation planning can dovetail with training planning.
- These synergies are realized when training development is integrated with system development.

### Project options

#### System development already well underway? Implementation imminent?

While there may not be sufficient time to build and implement a full learning system from the get-go, the late timing actually provides the advantage of greater stability in the software/system and greater certainty on functionality and the user interface.

Elements of our methodology can be developed and applied on short notice and with quick turnaround. In a phased implementation, training exercises, business scenarios, e-learning tools, and quick-references can continue to be developed post go-live, and already-converted areas brought up to speed as implementation moves forward.