

HRMS

Post-Upgrade Implementation Review



The Importance of Value Stream Review

HRMS Upgrades can require significant amounts of time, money, and resources. Organizational processes, staff expertise, sub systems, data, hardware, software, and more, can dramatically influence your upgrade's success.

Clearly, evaluating the success of an upgrade must consider more than simply whether or not implemented software runs on a computer. For example, few will argue against the notion that, once the upgrade project is completed, a review of its impact upon the organization is of particular importance. But what does that review entail?

During HRMS post-upgrade implementation reviews, professionals from CDG & Associates place great importance on upgrade **value streams**. For example:

- Did the upgrade accomplish the purposes for which it was intended?
- Were project costs within budget?
- Were work flow processes simplified or made more complex?
- Has functional service delivery been improved?
- Were cost/benefit projections attained?
- Has speed of information processing increased or decreased?

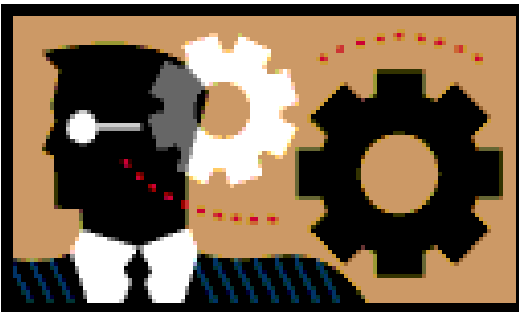
More specifically, was the upgrade successful?

Alignment, Functionality, Information Processing, and Service Delivery

The CDG post-upgrade HRMS implementation review is designed to answer a number of very important questions beyond casual or anecdotal accounts. With few exceptions, project magnitude and commensurate costs demand empirical evidence of success.

Although characteristics of the post-upgrade HRMS implementation review are contained within the pre-upgrade assessment process, the post-upgrade implementation review is oriented towards defined metrics and demonstrable results. In this regard, select metrics will measure the success of the upgrade as well as the system's impact over time.

CDG brings over twenty years of HRMS implementation experience to your project. In a non-biased post-upgrade evaluation, we will rapidly and effectively evaluate your upgrade and determine whether or not your upgrade was successful. That is, across specific process and functional metrics, you will know precisely the degree to which your goals were attained. Central to the review:



*Organizational Alignment
Functionality
Information processing
Service delivery*

The systemic nature of human resource management systems require a careful evaluation of strategic direction and tactical execution. Imbalance at either ends of the continuum often results in both being compromised.

Engaging CDG & Associates to conduct a post-upgrade implementation review is an excellent way to refine operations, identify potential points of error, systemic anomalies, or sub-optimal processes. With experienced senior-level subject matter experts in human resource information technology, human resource management, payroll, and benefit management, we are able to quickly isolate process dysfunction.

On the technical side, should the review uncover problematic interfaces, programs, or unique application requirements, senior-level CDG consultants will be made available to address the situation.

The goal?

Upon completion of the *Post-Upgrade HRMS Implementation Review*, our clients receive a completely documented review of HRMS operations within the context of organizational alignment, functionality, information processing, and service delivery. The review considers in detail, essential aspects of the human resource management system. Key people, policies, procedures, practices, and processing techniques will be addressed.

If you can't define it, you can't measure it.
If you can't measure it, you can't control it.
If you can't control it, you can't improve it.

H. James Harrington



CDG & Associates
4120 International Parkway
Carrollton, Texas 75007
972-250-4104
Contact: ddriskill@cdg-inc.com