WEBINAR

WHY YOUR SOFTWARE IMPLEMENTATION SUCKED

TOP REASONS SOFTWARE
IMPLEMENTATION GOES WRONG AND
HOW TO ADDRESS ISSUES







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WEBINAR

HOUSE KEEPING

- Your microphones are on mute and we can't hear you, however we absolutely encourage your participation!
- If you have any questions or comments please type them in the GoTo Webinar Action Pane on the right side of your screen.
- We will try to address these throughout. We will also leave time at the end to go through your questions and share our contact details.
- Duration: 30-40 mins
- If you experience any technical difficulties at all, please let us know via the GoTo Webinar Action Pane and we'll happily help.



WHAT WE'LL COVER TODAY

- 1. What can go wrong during software implementation
- 2. Ten steps to successful software implementation
- 3. Question Time!



OQUICK POLL

What's has been your biggest software implementation challenge?

- Not getting internal buy-in
- Training staff for the change
- Preventing delays and pushing out the launch date
- Chose the wrong software
- Other



RESULTS



WHY YOUR SOFTWARE IMPLEMENTATION MIGHT'VE SUCKED....



YOU WENT TOO BIG, TOO FAST...

- Scope for launch don't strive for perfection!
- What are your core objectives for launch
- What's your communication plan for launch
- What's your training plan for launch
- And how do they serve your bigger picture plans?





YOU DIDN'T INVEST IN TRAINING

Not investing in training can create negative impacts, such as:

- Lowered effectiveness of software/technology
- Reduced return on investment
- Increased project costs
- Resistance to change and sometimes complete software abandonment
- Increase in manual process
- Lowered job satisfaction due to frustration
- Loss of ability to maintain software





COMMON TRAINING MISTAKES...

- Assuming people have foundational skills
- Failing to groom an in-house trainer
- Falsely assuming there won't be staff changes
- Over reliance on face-to-face training





QUICK POLL

Which of these common training mistakes have you or your organisation made when trying to launch a new software system?

- Assuming people have foundational skills
- Failing to groom an in house trainer
- Falsely assuming there won't be staff changes
- Over reliance on face-to-face training



RESULTS



YOU'RE MISSING YOUR CHAMPION

- Designate an implementation lead/team
- Remember that software is only a tool
- Involve your implementation lead/team in the selection of your solution.





YOU'RE LACKING BUY-IN

- You didn't effectively communicate your 'why'
- You didn't anticipate resistance to change





WHERE YOU MIGHT HAVE GONE WRONG...

- You tried too achieve too much, too fast
- You didn't invest in training
- You're missing your champion
- You're lacking buy-in



OUR TEN STEPS FOR NAILING YOUR SOFTWARE IMPLEMENTATION



GOT A SUGGESTION? PLEASE SHARE IT WITH US!



APPOINT A PROJECT MANAGER



GET FAMILIAR WITH YOUR NEW SYSTEM



SET A (REALISTIC) PLAN



BREAK IT DOWN - CREATE A TIMELINE



Timeline & Plan Train and enable Heather Report impact, successes, and engagement rates to to use and champion **Partners** G01 w/c w/c w/c w/c w/c w/c 22nd July 10th June 24th June 8th July 5th August 19th August Communicate and Enrol staff **Build tailored LIs if necessary** Create report and check Workplace Identify and map compliance in course with comms **Completion of Workplace** Completion status of staff in outlining benefits, timeframe Compliance suite Collate Compliance suite in Compliance Suite by all staff this course and escalate for completion etc. Award Next step Accounting Next step Next step Identify X (tie in with comms? (tie in with comms? (tie in with comms? **CPD** Building?) Building?) Building?) **Build Resources** Teach the Teacher: **Build Resources Build Resources** Identify and map Onboarding Onboarding Finalise Onboarding Program Expectations of them in Program in Award relation to how it ties to their Add to Award Add to Award Add to Award role Engage Partners around Highlight opportunity to benefits of endorsing courses develop at own pace with with fly stats suggestions of courses Comms 4 with development Comms 5 with development Create and send engagement Comms 6 with development Comms 2 with development Comms 3 with development updates, thank you to new updates, Thank you to staff collateral to Heather updates, reveal updates, highlight benefits to staff for completing for completing Compliance, updates, share update on Communication Program Send internal comms to Communication Skills communication course, teams and reveal and champion (Bronze Level) spread the word about GO1 reminder to complete Onboarding Program Compliance training Communicate and Enrol staff Identify appropriate Create report and check Check Completion status of Communication in course with comms Communication Course for Completion status of staff in staff in this course and outlining benefits, timeframe Skills staff new to workplace this course and escalate escalate for completion etc. Communicate and Enrol staff Identify and map Build tailored Lis if necessary Communication Award for in course with comms Ongoing outlining benefits, timeframe New Start advancement Collate Communication Development for completion etc. (Bronze Level) Program in Award



KEEP YOUR PLAN UP TO DATE



WIN OVER YOUR STAFF



TRAIN WELL



GO LIVE WHEN YOU'RE READY



KEEP AN OPEN MIND



STAY CONNECTED WITH YOUR SOFTWARE VENDOR



IN SUMMARY

- Be prepared & put someone in charge
- Communicate your progress & generate buy-in
- Train well & train often
- Stay connected with your Software Vendor



IMPLEMENTATION RESOURCE

Implementing a new software system in the future?

Download our helpful resource to help guide your implementation and get you ready for a successful launch.





THANK YOU!



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