OregonBuys Site Visit Topics

Opening – introductions, questions

Implementation

Organizational Change Management

Reporting

ROI

System Future

Training

Breakouts – system in action, questions

Project Management

Project Management

Training

System Administration / Supplier Support

End user satisfaction

Functionality

Help/support

Lessons learned

Patches – Upgrades

System administration

Training

IT

Configuration

Data Conversion

Help/support

Interfacing

Lessons learned

Patches – Upgrades

System architecture

Training

Procurement

End user satisfaction

Functionality

Lessons learned

Reporting

Training

Finance/Accounting

End user satisfaction

Functionality

Lessons learned

Reporting

Training

Visiting 2nd agency (if possible)

Project Management

Project Management

Training

System Administration / Supplier Support

End user satisfaction

Functionality

Help/support

Lessons learned

Patches – Upgrades

System administration

Training

IT

Configuration

Data Conversion

Help/support

Interfacing

Lessons learned

Patches – Upgrades

System architecture

Training

Procurement

End user satisfaction

Functionality

Lessons learned

Reporting

Training

Finance/Accounting

End user satisfaction

Functionality

Lessons learned

Reporting

Training

Closing – closing discussion, follow-up questions

Lessons learned

Vendor satisfaction

Configuration – set up of the system to meet your business needs, not customization

Data Conversion – import of data from legacy system

End user satisfaction – experience of front line users with the application (solution satisfaction)

Functionality – focused business needs and requirements

Help/support – help desk and escalation

Implementation – process followed to configure and go-live with the application

Interfacing – communication between the application and other computer systems

Lessons learned – general overview of what went well and what could be improved

Organizational Change Management – planning for and execution of communications and activities to ensure successful adoption of solution by end users

Patches-upgrades – deployment, review, fix process

Project management – tools to help in implementation planning

Reporting – usefulness of provided reports and access to data

ROI – return on investment realized goals

System administration – non-IT support of the system configuration

System architecture – IT topics

System future – anticipated use going forward

Training – breadth and depth of what was provided or used

Vendor satisfaction – ability to successfully communicate with and receive resolution of issues with the vendor (not solution specific)