

# Successful **Off-Site Services Delivery** with SAP

May 2020

PUBLIC

# Agenda

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Objective, Scope, and Intended Use

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## Off-Site Service Delivery Enablers

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## Off-Site Delivery Execution

Impact of Off-Site Delivery on Execution, SAP Activate: Discover, Prepare, Explore, Realize, Deploy, Run

# Introduction



# Objectives, Scope, and Intended Use

**Objective:** Provide guidance on how to execute an SAP project off-site to take advantage of the benefits that an off-site delivery model offers.

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**Scope:** This “How-To Guide” applies either to projects that are planning from the on-set to adopt an off-site delivery model or projects that are in-flight and looking to gain the benefits of adopting an off-site delivery model. It provides a framework for actions, tools, and behaviors that should be considered in adopting an off-site delivery model.

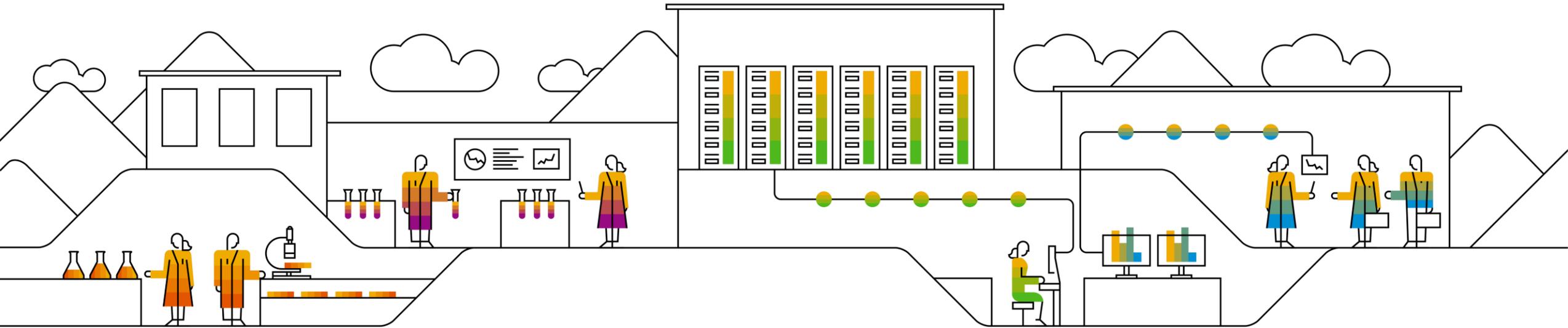
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**Intended Use:** This is intended to be used by executives, project sponsors, and project delivery leaders of organizations which are executing, or about to execute, an SAP project where an off-site service delivery model is being considered.

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**Definition:** The term “**off-site service delivery**” used in this document means *“using the same high-quality expert resources to deliver the defined project outcomes and deliverables from a location other than the customer’s site”*.

# Off-Site Service Delivery Today



# Off-Site Service Delivery Framework adoption **drives customer success**

SAP services off-site delivery is **already a highly effective model** used by SAP as a standard means of delivery.



**97%**

Of total services provided by SAP include off-site delivery\*

**6,000**



Projects delivered off-site, on average, every year\*



Up to **100%**

Off-site service delivery\*

**25 years**

Of experience in fine-tuning the off-site delivery experience



**10%**

Faster deployment of SAP software, enabled by accelerator\*



**15%**

Higher user satisfaction when artificial intelligence and machine learning are applied\*

\* Based on service delivery in 2019

\*\* Based on the overall SAP service delivery experience

# Off-Site Service Delivery Today

Off-site service delivery is **not new to SAP**. Processes, tools, and technologies are **already in place** to support off-site delivery



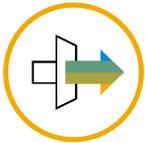
Off-site service delivery has been a significant part of SAP's delivery approach and experience for over 25 years.



Off-site delivery is a common practice in most SAP projects today by leveraging a global workforce, offshore development, global deployments, etc.



SAP Activate methodology is designed to support on-site and off-site delivery across the full delivery lifecycle with a structured approach, strong governance, accelerators, and online access to content.



SAP projects already leverage “ready-to-run” processes and delivery accelerators which support remote delivery, including SAP Model Company and SAP Best Practices.



SAP provides customers with powerful, integrated tools for configuration, deployment, and to run such tools as SAP Cloud ALM (application lifecycle management).

# Benefits of an Off-Site Delivery Model



**Reduction/elimination** of project real-estate costs. Projects almost always require dedicated floor space. Often organizations don't have spare space and need to lease/rent extra capacity.



- **Reduction/elimination** of travel costs in bringing the right resources onto the project.
- **Reduction/elimination** of IT and infrastructure costs. Off-site service delivery means no new office furniture, no extra IT equipment for consultants.



- **Improved access** to quality resources. Get access to exactly the right resources in a timely manner – from anywhere in the world.
- **Improved quality** of resources leads to improved outcomes in quality and time.



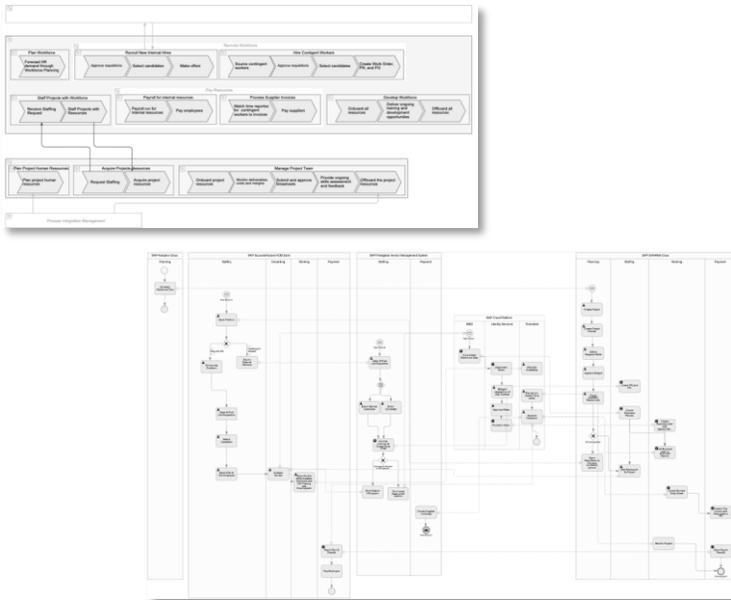
**Leverage** different time zones to extend project engagement.

# Key Elements Driving Successful Off-Site Service Delivery

Processes, guidelines, and tools are **fully integrated to simplify, streamline, and automate** solution deployment

## Model Companies and Best Practices

Ready-to-run processes with process documentation



## SAP Activate Methodology

Prescriptive, step-by-step deployment guidance for project teams

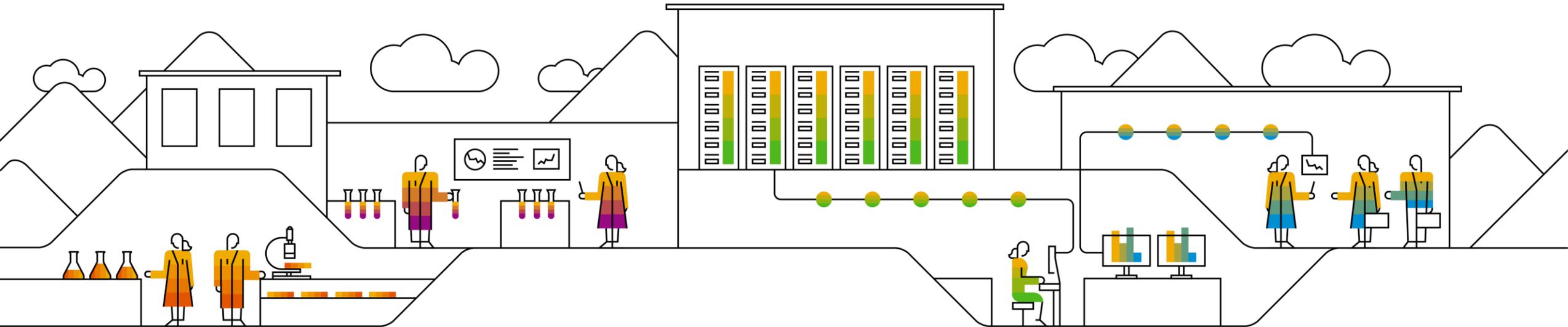
This block contains two screenshots of SAP Activate methodology documentation. The first screenshot, titled 'Receive Starter System and Reset Password', provides a detailed procedure for receiving the starter system and resetting the administrator password. It includes a list of prerequisites, a step-by-step procedure, and a 'Notes' section. The second screenshot, titled 'Prepare for Fit-to-Standard Workshops', provides a detailed procedure for preparing the system for fit-to-standard workshops. It includes a list of prerequisites, a step-by-step procedure, and a 'Notes' section. Both screenshots are presented in a clean, professional layout with clear headings and bullet points.

## Powered by SAP Cloud ALM

Powerful integrated tools for configuration, deployment, and run

This block contains three screenshots of the SAP Cloud ALM interface. The first screenshot shows the 'Project Progress' dashboard, which includes a 'System Landscape' section and a 'Task Completion' section. The second screenshot shows the 'Process Overview' dashboard, which includes a 'My next steps' section and a 'Process Overview' section. The third screenshot shows a detailed view of a process, including a 'Table (2/3)' section and a 'Process Overview' section. The screenshots are presented in a clean, professional layout with clear headings and data visualizations.

# Considerations for Off-Site Service Delivery



# Consider What it Takes For **Off-Site Service Delivery**

Several considerations are required with a change in delivery model. **Take time to consider** the team, communications, tools, methodology, infrastructure, and governance.



## Teams

Ensure a **productive team environment** is maintained during off-site delivery. Assess and monitor the impact to **team morale, relationships, and health and safety** leveraging daily team calls and regular team surveys. Encourage and support colleagues to keep **their networks active** while in off-site delivery.



## Communication

**Timely and concise communication** to the team and customer become critical during remote delivery.

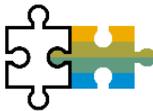
**Communication of delivery model changes** and subsequent impacts must be undertaken urgently while aligning to existing reporting and approval processes.



## Methodology

**SAP Activate** supports **off-site project delivery** across all SAP solutions.

**SAP Activate templates and accelerators** are readily available as an existing part of the methodology and underpin a successful project delivery.



## Tools

Leverage **readily available collaboration tools** for meetings, 1-on-1 discussions, workshops, etc.

Utilize the **SAP Cloud ALM tools** for project management; document management, workflows, etc.

Plan for **enabling the team** for any new tools/processes.



## Infrastructure

**Robust and scalable IT infrastructure** are required to deliver ongoing project capabilities remotely.

IT infrastructure must ensure required **security and data privacy** are maintained with any remote delivery model.

## Governance



Ensure project governance is **maintained to strict standards** while in off-site mode of delivery.

Challenges can exist with **project team output and deliverable review and sign off**.

Any **disruption and changes** to the project and delivery mode must be **formally documented, approved**, and reported with required contractual and commercial impacts.

# Opportunities for Assessing the Delivery Model

**Assessment of the project's delivery model – Thoroughly assess the situation and impacts. Communicate formally and seek approvals.**



## Opportunities for assessing the project delivery model

- Cost savings (e.g. office space, travel, infrastructure)
- Accelerated access to the most appropriate resources – world-wide
- Leverage different time zones to extend project engagement
- Events or disruptions to the project, customer, or location.
- Project team availability or travel restrictions



## Assessing the project delivery model

- Assess the project, including the broader context which may impact delivery
- Identify suitable project delivery models, including full off-site delivery
- Identify subsequent impacts including resources (e.g. organizational, delivery partners), timeline, commercials, contracts, etc.



## Communication and approval of project delivery decisions

- Report project delivery decisions internally within your organization
- Obtain approval of project delivery decisions
- Communicate to all affected parties and include any impacts to commercials, contracts, change requests, etc.

# Put the **Right Measures** in Place

Implement the delivery approach by deploying methods to suit the situation.



## Methods of working

There are many methods that can be adopted to work off-site, such as working at alternate company locations, from a home office, etc.

The method of work needs to reflect the unique situation of your geography, and in all cases must take into consideration the health and safety of all

Ensure the team is equipped for off-site working and delivery

Identify the equipment and solution needs for the team and liaise with your IT support team to ensure the team can work effectively



## Measures to ensure delivery continuity

Where delivery processes based on the premise of face-to-face interaction have been implemented, discuss, agree, and document with the affected stakeholders' alternative processes to be carried out while the teams are not able to travel onsite.

Processes to consider (but not limited to):

- Governance processes and reporting
- Agreement on tools for collaboration and remote delivery
- Remote access to project related documents, systems, and tools
- Tracking of weekly tasks and resources and how they will be delivered remotely
- Deliverables sign-offs and milestone approvals
- Consider joint communication with delivery partners and the entire project team



## Identify and communicate early!

When a project impact or a high risk of impact has been identified, take necessary steps to manage and communicate the mitigation plan internally to stakeholders as appropriate.

Possible impacts include (but not limited to):

- Project delays
- Cost impact of enabling remote working
- Cost impact of risk mitigation measures
- Staff changes, absences leading to disruptions

# Deploy **Best Practices**

**Assess the project needs, review and deploy the best practices and processes to drive delivery success.**



Daily virtual standup meetings



Align key meetings based on time-zone of the remote teams



Regular sharing of progress against the scheduled deliverables and tasks



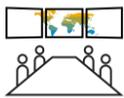
Use technology to ease collaboration – refer to “Tools in the Off-site Delivery Enablers” section



Sharing pre-read documents with participants and stakeholders a few days ahead of workshops to enable efficient remote workshop execution



Set up a shared team calendar so that everyone is aware of each other’s availability

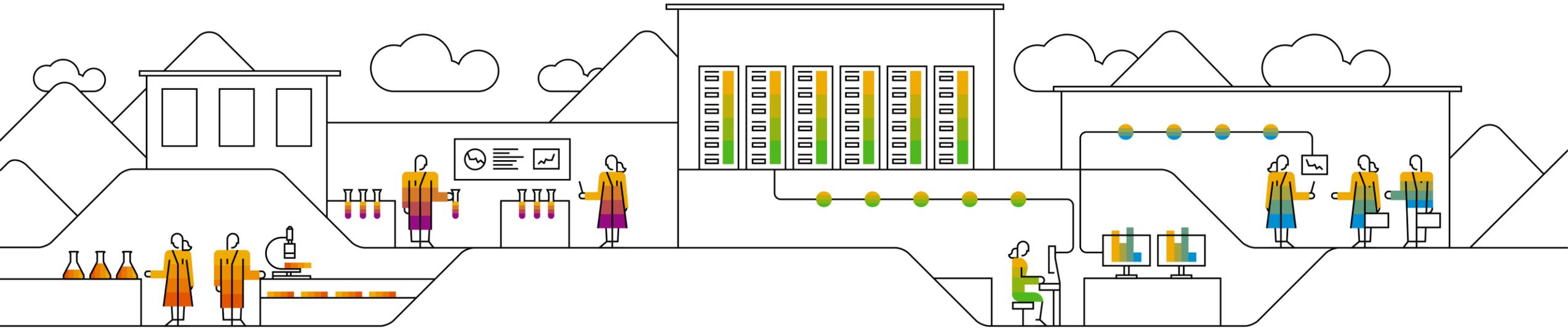


Set up a virtual project room to address critical process discussions and address issues dynamically



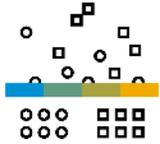
Use SAP-provided playbooks for specific activities like ‘remote fit-to-standard’ or ‘remote cutover’.

# Actions for Off-Site Service Delivery



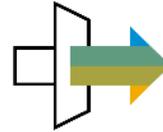
# Setting up for Success Using Off-Site Service Delivery

Assess the capability for off-site project delivery. Report the details and seek approval from stakeholders and the sponsor.



## Assess for Off-Site Service Delivery

1. Assess the project's situation using the checklist in the following pages.
2. Develop an action plan to close the gap to allow off-site service delivery.



## Off-Site Service Delivery Assessment Reporting

3. If starting the project with off-site delivery, document the action plan in the "Project Management Plan". If changing to off-site service delivery, produce an assessment report with proposed action plan.
4. Internal communication and approval followed by formal communication with delivery partners.

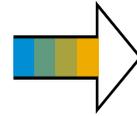


## Embark to / Transition to Off-Site Service Delivery

5. Raise any necessary formal change requests with delivery partners.
6. Implement approved action plan including any changes to commercials, contracts, scope documents, etc.
7. Monitor and report agreed action plan as per the governance model.

# Off-Site Service Delivery Readiness Assessment

## Readiness Assessment



### Organization Assessment

- Organization Structure, Processes
- Organization Culture
- Off-Site Working Experience / Exposure

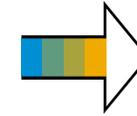
### Program / Project Assessment

- Current State Review
- Program / Project Dependencies
- Off-Site Delivery Status and Capabilities
- Delivery Partner

### IT / Technology Assessment

- IT Infrastructure
- Collaboration Enablers and Tools
- IT / Technology Partners

## Findings



### Readiness Assessment Findings

Organization Assessment		
<b>Organization Structure, Processes, Governance</b> <ul style="list-style-type: none"> <li>Consider the <b>Organization structure, processes and governance</b></li> <li>Assess potential impacts to the <b>organization and external partners</b>, i.e. health and safety, workplace regulations etc.</li> <li>Identify and consult with organization and external parties, i.e. IT</li> </ul>	<b>Organization Culture</b> <ul style="list-style-type: none"> <li>Consider the <b>organization's culture</b> in adopting offsite delivery</li> <li>Consider the <b>organization's decision making</b> processes, including hierarchy, speed, review cycles etc.</li> <li>Consider the <b>organization's agility</b> and ability to respond to change</li> </ul>	<b>Offsite Working Experience / Exposure</b> <ul style="list-style-type: none"> <li>Assess the <b>current level of experience</b> and exposure to offsite working across the organization</li> <li>Assess the <b>experience of employees</b> working with external parties whilst leveraging offsite delivery tools and practices</li> </ul>
Program / Project Assessment		
<b>Current State Review</b> <ul style="list-style-type: none"> <li>Assess the <b>current state</b> of the Program / Project and potential impacts of an offsite delivery approach:                             <ul style="list-style-type: none"> <li>Schedule</li> <li>Scope</li> <li>Deliverables</li> <li>Team (incl. external parties) etc.</li> </ul> </li> <li>Assess the Program / Project <b>current terms and conditions</b> relating to service delivery, including delivery location, systems access, working hours etc.</li> </ul>	<b>Program / Project Dependencies</b> <ul style="list-style-type: none"> <li>Assess impacts on <b>dependent projects, initiatives and resources</b></li> </ul> <b>Offsite Delivery Status / Capabilities</b> <ul style="list-style-type: none"> <li>Consider the <b>current level of offsite delivery</b> already in place and the ability to extend</li> <li>Assess <b>constraints</b> for offsite delivery exist, for example warehouse, production, retail outlets etc.</li> <li>Assess <b>benefits and improvements</b> by</li> </ul>	<b>Delivery Partner</b> <ul style="list-style-type: none"> <li>Assess the delivery partner's <b>ability to support offsite delivery</b>, including methodology, resources, tools etc.</li> <li>Assess the partner's <b>track record</b> in offsite delivery</li> <li>Assess the <b>experience</b> of the partner's consultants in offsite delivery</li> <li>Assess any potential impacts to the <b>partner's engagement</b></li> <li><b>Review with the partner</b> the offsite delivery expectations and capabilities</li> </ul>
IT / Technology Assessment		
<b>IT Infrastructure</b> <ul style="list-style-type: none"> <li>Assess <b>current IT infrastructure</b> of the organization to support offsite delivery</li> <li>Assess the ability of the organization to <b>scale the current IT infrastructure</b></li> <li>Assess <b>employee's IT capabilities</b> for offsite delivery including: laptops, internet access and bandwidth</li> <li>Assess <b>information and IT security</b></li> <li>Identify potential impacts and constraints for <b>data privacy</b> understanding what specific items apply</li> </ul>	<b>Collaboration Enablers and Tools</b> <ul style="list-style-type: none"> <li>Assess <b>current IT enablers and tools</b> to support offsite delivery</li> <li>Identify <b>changes and additions</b> to the IT enablers and tools to support offsite delivery</li> <li>Consider <b>installation effort and timeline</b> for any changes and additions to IT enablers and tools</li> <li>Identify <b>user requirements</b> for the IT enablers and tools, including training, user access etc.</li> <li><b>video conferencing is integral</b> for offsite delivery for emulating team's co-location, such as daily "Stand-Ups" etc.</li> </ul>	<b>IT / Technology Partners</b> <ul style="list-style-type: none"> <li>Assess <b>impact on IT / Technology partners</b> of offsite delivery, including resourcing, IT infrastructure, IT enablers and tools</li> <li>Assess <b>changes to agreements</b> and proposals with IT / Technology partners</li> </ul>

## Actions

### Off-Site Delivery Action Plan

Area / Ref	Action	Owner	Status	Date
<b>Organisation</b>				
	Organization Structure, Processes			
	Organization Culture			
	Offsite Working Experience / Exposure			
<b>Project</b>				
	Current State Review			
	Program / Project Dependencies			
	Offsite Delivery Status and Capabilities			
	Delivery Partner			
<b>Technology</b>				
	IT Infrastructure			
	Collaboration Enablers and Tools			
	IT / Technology Partners			

# Off-Site Service Delivery **Readiness Assessment**

## Organization Assessment

### Organization Structure, Processes, Governance

- Consider the **organization structure, processes, and governance**
- Assess potential impacts to the **organization and external partners**; i.e. health and safety, workplace regulations etc.
- Identify and consult with the organization and external **stakeholders** for off-site delivery; i.e. HR, IT, labor unions, etc.
- Identify and manage **ongoing risks** to the organization, employees, and external partners
- Consider **user onboarding** requirements for off-site delivery; including access, training, etc.

### Organization Culture

- Consider the **organization's culture** in adopting off-site delivery
- Consider the **organization's decision-making** processes; including hierarchy, speed, review cycles, etc.
- Consider the **organization's agility** and ability to adapt to new "norms", including past performances

### Off-Site Working Experience / Exposure

- Assess the **current level of experience** and exposure to off-site working across the organization
- Assess the **experience of employees** working with external parties while leveraging off-site delivery tools and practices
- Assess the current level of expertise in using **IT collaboration tools**

# Off-Site Project Delivery **Assessment**

## Program / Project Assessment

### Current State Review

- Assess the **current state** of the program / project and potential impacts of an off-site delivery approach:
  - Schedule
  - Scope
  - Deliverables
  - Team (incl. external parties), etc.
- Assess the program / project current **terms and conditions** relating to service delivery; including delivery location, systems access, working hours, etc.
- Consider the program / project current and planned **resource mobility** plans and constraints; including travel, visa restrictions, etc.

### Program / Project Dependencies

- Assess impacts on **dependent projects, initiatives, and resources**

### Off-site Delivery Capabilities

- Consider the **current level** of off-site delivery already in place and the ability to extend
- Assess **constraints** for off-site delivery exist; for example warehouse, production, retail outlets, etc.
- Assess **benefits and improvements** by using an off-site delivery model; such as reduction in travel costs, access to global resources, “follow the sun” concept, etc.

### Delivery Partner

- Assess the delivery partner’s **ability to support off-site delivery**; including methodology, resources, tools, etc.
- Assess the partner’s **track record** in off-site delivery
- Assess the **experience** of the partner’s consultants in off-site delivery
- Assess any potential impacts to the **partner’s engagement**
- **Review with the partner** the off-site delivery expectations and capabilities

# Off-Site Project Delivery **Assessment**

## IT / Technology Assessment

### IT Infrastructure

- Assess the **current IT infrastructure** of the organization to support off-site delivery
- Assess the ability of the organization to **scale the current IT infrastructure**
- Assess **employee's IT capabilities** for off-site delivery including; laptops, internet access, and bandwidth
- Assess **information and IT security**
- Identify potential impacts and constraints for **data privacy**, understanding what specific items apply

### Collaboration Enablers and Tools

- Assess current **IT enablers and tools** to support off-site delivery
- Identify **changes and additions** to the IT enablers and tools to support off-site delivery
- Consider **installation effort and timeline** for any changes and additions to IT enablers and tools
- Identify **user requirements** for the IT enablers and tools; including training, user access, etc.
- **Video conferencing is integral** for off-site delivery for emulating team's co-location; such as daily "Stand-Ups", etc.

### IT / Technology Partners

- Assess **impact on IT / Technology partners** of off-site delivery; including resourcing, IT infrastructure, IT enablers, and tools
- Assess **changes to agreements** and proposals with IT / Technology partners

# Running an Effective Off-Site Project

In an off-site/distributed team environment, the delivery leader must make the extra effort to **build team resilience**.

## People

- Schedule virtual daily stand-up meeting
- Arrange virtual coffee chats
- Talk to your team often
- Check in on the team's health and well-being
- See the funny side of things
- Develop a program tempo
- Keep in touch with your stakeholders
- Be digitally visible, lead from the front
- Keep connected with your team and colleagues!

## Processes

- Get the balance right
- Adjust the plans accordingly
- Foster active collaboration
- Review and prioritize
- Consider working on tasks in pairs
- Playbacks

## Technology

- **Work environment**
  - Good speed internet;
  - Suitable desk, chair, monitor, etc;
  - Teleconferencing (MS Teams, Skype, or Slack, etc)
  - Setup VPN if you need to connect to company internal systems protected by firewalls
- **Use the camera**

# Off-Site Service Delivery Enablers



# Off-Site Delivery Enablers

This section examines **services, tools, and methodology** approaches to be considered to achieve a successful off-site service delivery.

## Services to Support Off-Site Service Delivery

### Off-Site Delivery Expert

- Consider the use of an SAP off-site service delivery expert to support and facilitate off-site delivery planning, kick-off meetings, etc.
- This service is available in English. Consult your local SAP office for the availability of localized delivery.

# Collaborative Tools Supporting Off-Site Service Delivery

The following slides provide a sample of tools which can make off-site project delivery much easier.

It is by no means an exhaustive list, but it has some useful tools in the categories of:

- Video Conferencing & Chat
- Team Collaboration & Whiteboards
- Document Storage / Team Collaboration
- ALM (Application Lifecycle Management) Tools
- Team Enablement / Training

**Tools appearing on the lists are not endorsed or a direct recommendation by SAP.**

The suitability of any particular tool depends on each project and customer situation. This is an assessment that the project delivery leader needs to make in conjunction with appropriate technical experts from their organization.

# Collaborative Tools Supporting Off-Site Service Delivery

Category	Tool	Purpose
Video Conferencing & Chat & Document Storage	<b>Microsoft Teams</b> <b>MS Teams</b>	Microsoft Teams is a unified team collaboration platform that enables easy working on several projects with colleagues in different locations and time zones.
Video Conferencing & Chat	<u>Cisco Webex</u> <b>Cisco</b>	Video tool for collaborative work.
Video Conferencing & Chat	<u>Google Meet (was Hangouts)</u> <b>Google Meet</b>	Part of the Google G-Suite, this is a multi-platform collaboration tool allowing video conferencing, chats, shared calendars, real-time document collaboration etc. There is a monthly license fee even for Basic access.
Video Conferencing & Chat	<u>Slack</u> <b>Slack</b>	Slack provides cloud integration and collaboration.

Note: The tools on this page are suggestions only. There are many other similar tools. Applicability and suitability must be determined by your organization.

# Collaborative Tools Supporting Off-Site Service Delivery

Category	Tool	Purpose
Team Collaboration / Whiteboards	<b>MURAL</b> 	MURAL is a digital workspace for visual collaboration. It supports collaborative brainstorming using post-its, etc. on a whiteboard, etc.
Team Collaboration / Whiteboards	<u>Office 365 Whiteboard</u> 	Collaborate on ideas at work with Whiteboard for the web, now integrated with Microsoft Teams.
Team Collaboration / Whiteboards	<u>Ruum</u> 	Ruum by SAP is a powerful, lightweight work management platform for teams of all sizes and their projects, tasks, and workflows. Ruum has integrations into BW and SAP Analytics Cloud for reporting. Ruum will release simple workflow features in Q3 2020.
Team Collaboration / Whiteboards	<u>MS-Project Online</u>	A cloud-based solution with features like tasks, resource assignment, dependencies, duration, effort, percentage of completion, etc.
Team Collaboration / Whiteboards	<u>Trello</u> 	Trello's boards, lists, and cards enable organization and prioritization of projects in a flexible way. It includes Team Boards, story boards, and task automation. Advanced features require a monthly fee.

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# Collaborative Tools Supporting Off-Site Service Delivery

Category	Tool	Purpose
Team Collaboration / Whiteboards	<u>Microsoft Planner</u> <b>Microsoft Planner</b>	Planner is a light weight, mobile and web-based application that comes with most Office 365 for business subscriptions. A team can create plans, assign tasks, chat about tasks, and see charts of the team's progress. It can also be used from within Microsoft Teams and Microsoft SharePoint.
Document Storage / Team Collaboration	<b>Microsoft Teams</b> <b>Microsoft Teams</b>	Microsoft Teams is a unified team collaboration platform that enables easy working on several projects with colleagues in different locations and time zones.
Document Storage / Team Collaboration	<b>Microsoft Sharepoint</b> <b>Microsoft Sharepoint</b>	SharePoint is a document management and collaboration tool developed by Microsoft. It's basically an intranet and content management system to file-share, facilitate teamwork and streamline document management.
Document Storage	<u>DocuSign</u> <b>DocuSign</b>	Electronic signature platform that allows the sending and signing of contracts and documents electronically. DocuSign eliminates the need to send paper.

Note: The tools on this page are suggestions only. There are many other similar tools. Applicability and suitability must be determined by your organization.

# Collaborative Tools Supporting Off-Site Service Delivery

Category	Tool	Purpose
ALM Tools (Requirements Management / Traceability, etc)	<p><b><u>SAP Solution Manager 7.2</u></b></p> 	An integrated platform to align business and IT on ONE business-process landscape, and to drive the 'business of IT' from a common understanding of business value, business models, operating models, and solutions powered by IT.
ALM Tools (Requirements Management / Traceability, etc)	<p><b><u>Focused Build</u></b> in conjunction with Solution Manager 7.2</p> 	<p>Focused Build for SAP Solution Manager is a turn-key solution to manage agile development projects. It can provide pre-configuration for use of SAP Solution Manager and shorten the setup period.</p> <p>Focused Build for SAP Solution Manager will provided a single source of truth for management activities and aspects of the SAP solution lifecycle and agile processes.</p>
ALM Tools (Requirements Management / Traceability, etc)	<p><b>SAP Cloud ALM</b></p> 	Provides integrated processes and tools managing the entire lifecycle of an application from demand, design, development, testing, deployment, to operations and support.
ALM Tools (Requirements Management / Traceability, etc)	<p><b><u>JIRA by Atlassian</u></b></p> <p><b>JIRA</b></p>	<p>Jira Software is a project management tool for agile teams. Some of its uses are:</p> <ul style="list-style-type: none"> <li>• Agile backlog management</li> <li>• Requirements engineering</li> <li>• Bug/Issue tracking</li> <li>• Project management</li> </ul>

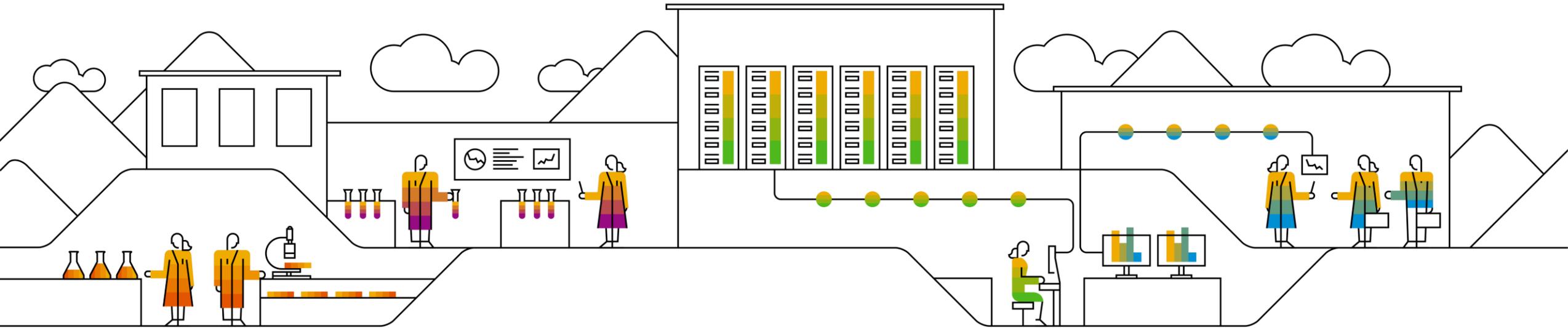
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# Collaborative Tools Supporting Off-Site Service Delivery

Category	Tool	Purpose
Team Enablement / Training	<p><b><u>SAP Enable Now</u></b></p> <p>Performance Support</p> <p>Improve user adoption and the efficiency of software programs across your enterprise with Learning Content Management that works for your employees.</p> 	Connect remote teams and provide a common source of truth to keep the entire project or organization aligned, adapting, and moving forward through change.
Team Enablement / Training	<p><b><u>SAP LMS</u></b></p> 	Keep employees skilled, reduce compliance risk, and train talent with a unified learning management system (LMS).
Team Enablement / Training	<p><b><u>Open SAP (free SAP Training)</u></b></p> 	Training from openSAP, SAP's online learning platform.

Note: The tools on this page are suggestions only. There are many other similar tools. Applicability and suitability must be determined by your organization.

# Off-Site Service Delivery Execution



# Impact of Off-Site Delivery on **Execution**

This section describes activities for each of the key phases within the SAP Activate methodology (i.e. Discover, Prepare, Explore, Realize, Deploy, and Run) that may need deeper consideration or be executed in a different manner because of an off-site delivery situation.

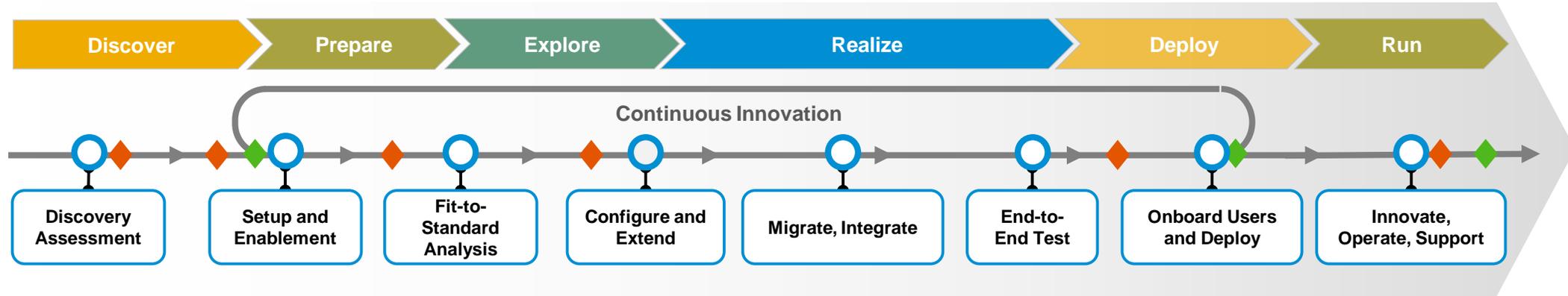
Typical considerations would be impacted on people/team, time zone differences, how to collaborate/communicate effectively, accurate monitoring of progress, timely raising and resolution of issues, etc.

It is imperative that when making such considerations to **take into account your specific project context**.

In some global deployments, cross-cultural and geographic factors within a delivery team may already require similar considerations as proposed in this off-site delivery framework.

It is critical to start **establishing your organization mindset for remote work and collaboration** early. Prepare your resources to be more independent in problem solving and in the use of collaboration tools.

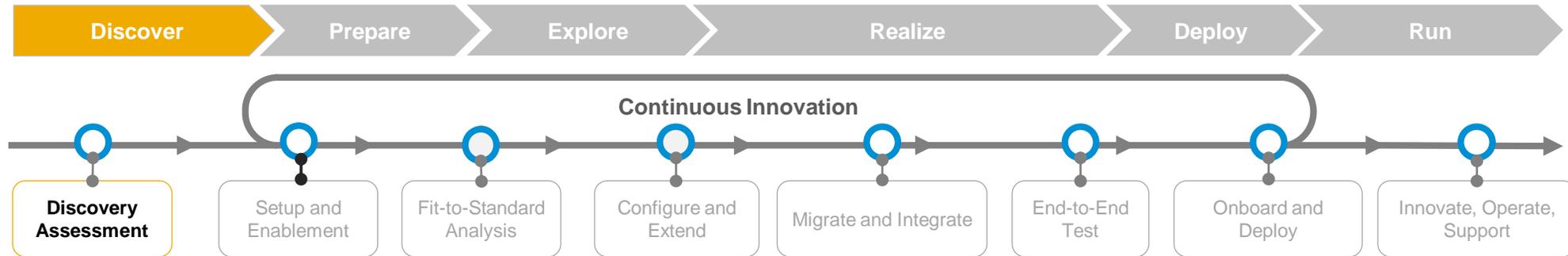
# Off-Site Service Delivery Execution with SAP Activate



- SAP Activate methodology is designed for both off-site and on-site delivery
- A substantial percentage of SAP delivery is already being delivered off-site
- SAP Activate provides a number of detailed guides and playbooks to provide deeper assistance in different areas, e.g. "Remote Fit-to-Standard workshops".
- Access SAP Activate methodology at <https://go.support.sap.com/roadmapviewer/>
- Have questions about SAP Activate? Request access to SAP Activate Jam at <http://bit.ly/SAPActivate>

# SAP Activate – Discover Phase

Key focus areas require extra consideration in off-site delivery



## Project Management and Organizational Change Management

- Transition planning using self-service tools and SAP services

## Application Design and Configuration

- Capture initial scope
- Access to trial environment or evaluation system

## Data Management

- Data volume assessment and data management strategy

## Testing

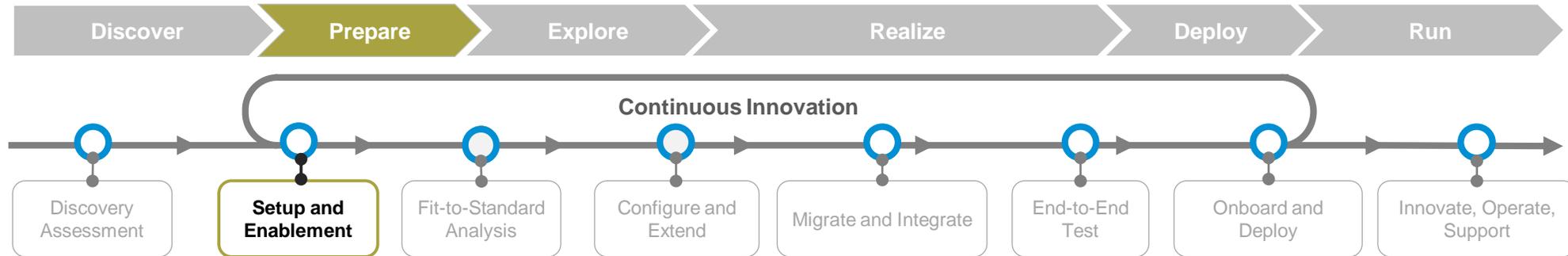
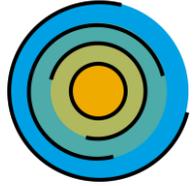
- Preliminary testing approach

## Technical Architecture and Infrastructure

- Assess customer's remote delivery readiness (infrastructure, tooling, project team equipment, system access, etc.)

# SAP Activate – Prepare Phase

Key focus areas require extra consideration in off-site delivery



## Project Management and Organizational Change Management

- Project team mobilization
- Project initiation, kick-off
- Project team onboarding and management
- Project management plan
- Communication to project stakeholders
- Daily stand-up meetings

## Application Design and Configuration

- Prepare for fit-to-standard workshops

## Data Management

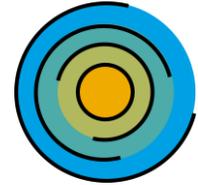
- Data migration and cleansing architecture and tools
- Data volume planning

## Testing

- Test management and test automation tool selection

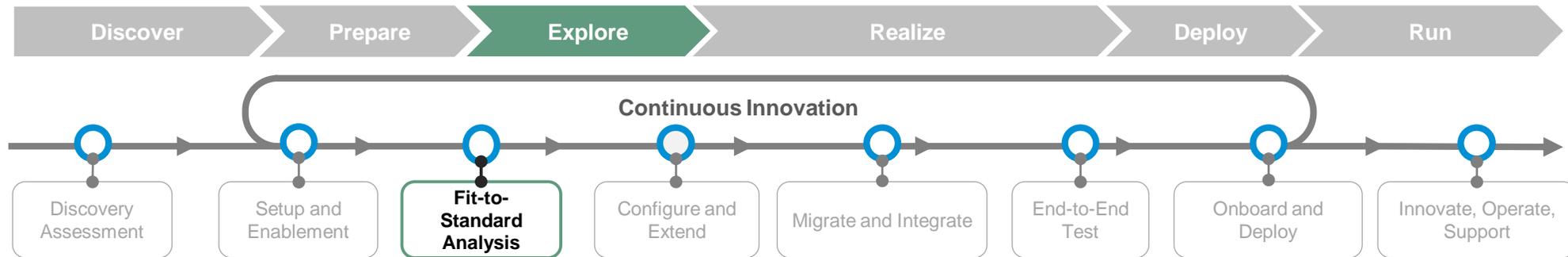
## Technical Architecture and Infrastructure

- Project team infrastructure, including setup of ALM environment and standard collaboration tools
- Technical architecture
- UX strategy
- System access
- Security planning



# SAP Activate – Explore Phase

Key focus areas require extra consideration in off-site delivery



## Project Management and Organizational Change Management

- Execution against project management plan and continuous updates
- Communication to project stakeholders

## Application Design and Configuration

- Fit-to-standard workshop planning and preparation
- Fit-to-standard workshop execution to confirm fit and identify delta requirements
- Delta design
- Design review and accept
- Release and sprint planning

## Data Management

- Specifications for data migration

## Testing

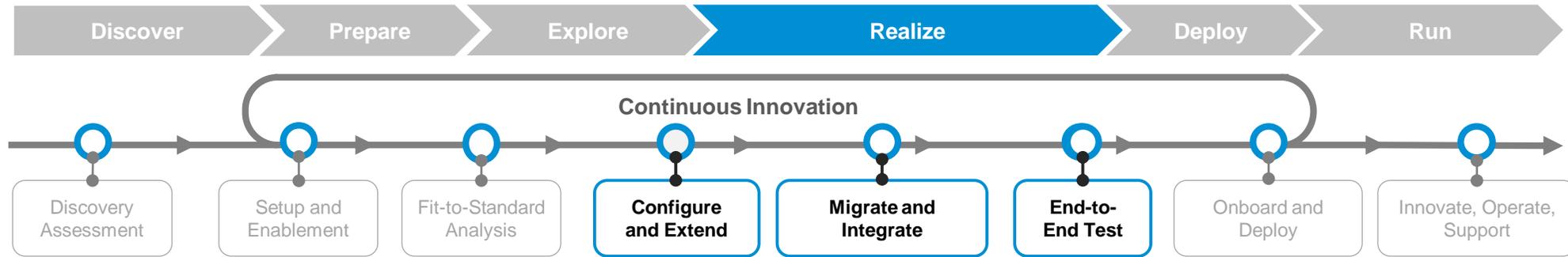
- Test strategy and planning

## Technical Architecture and Infrastructure

- Technical architecture and infrastructure definition
- Technical design

# SAP Activate – Realize Phase

Key focus areas require extra consideration in off-site delivery



## Project Management and Organizational Change Management

- Execution against project management plan and continuous updates
- Deployment planning
- Key-user enablement and training
- Cut-over dress rehearsal

## Application Design and Configuration

- Sprint management, meetings, and reporting
- Sprint playbacks, sign off, and retrospectives
- Solution documentation in ALM tool

## Data Management

- Data migration trial loads
- Business data validation

## Testing

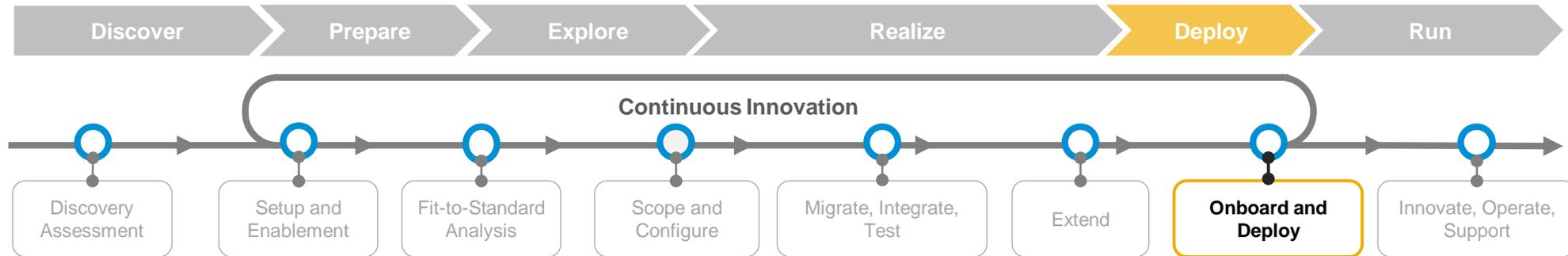
- Sprint testing – unit and string
- End-to-end integration test and user acceptance test execution and sign-off for each release

## Technical Architecture and Infrastructure

- Testing infrastructure – SAP and legacy systems
- Integration setup
- Production / deployment infrastructure
- Plan transition to operations
- Mobilize operations and support team (key users, technical support, etc.)

# SAP Activate – Deploy Phase

Key focus areas require extra consideration in off-site delivery



## Project Management and Organizational Change Management

- Execution against project management plan and continuous updates
- Dress rehearsal
- End-user enablement and training
- Production cut over

## Application Design and Configuration

- Production cut-over support

## Data Management

- Data migration production load
- Business data validation

## Testing

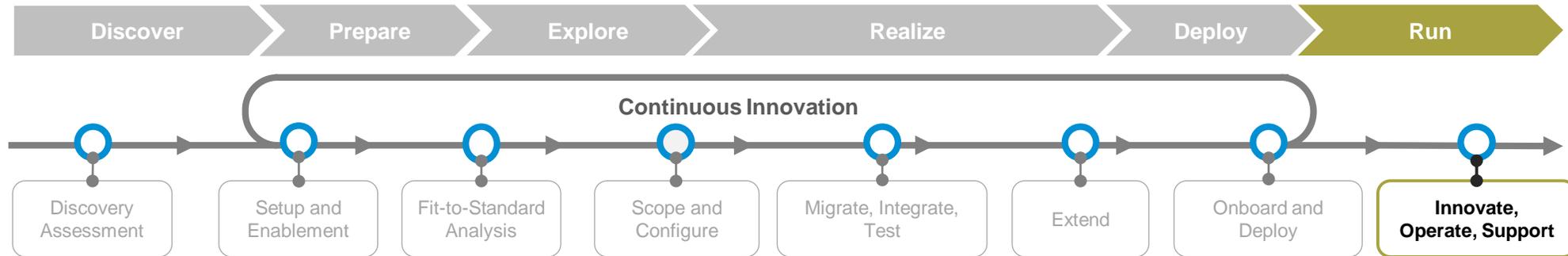
- Production validation testing

## Technical Architecture and Infrastructure

- Dress rehearsal
- Production cut over
- Transition to operations

# SAP Activate – Run Phase

Key focus areas require extra consideration in off-site delivery



## Project Management and Organizational Change Management

- Run solution productively
- Review upcoming innovations and legal changes
- Enable new users and upskill current users

## Application Design and Configuration

- Extend solution to include new countries and configure additional functionality

## Data Management

- Data volumes management

## Testing

- Leverage automation for regression testing with SAP Solution Manager

## Technical Architecture and Infrastructure

- Optimize architecture and infrastructure
- Proactive monitoring and change management

**Thank you.**