Project Delivery Supplement

- Ver.: ERPORA017
- July ,2017

CIG : Implementation of ORACLE ERP /DB ORACLE

C.I.G
المجموعة التجارية الدولية
Commercial International Group

World Delivery Supplement
Describe the project approach, the resources and skills needed

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Delivery Supplement

Service Name:

Implementation ERP for EL NASR CO. FOR INTERMEDIATE CHEMICALS

Revision	Change Date	Description
0	Client assessment	

Important Notice
Assumptions

This service will not create a customer specific need to “go live” application over and above the included personalization (e.g. Company code, Vat Number, Address, Company Logo on provided Forms, etc). It also does not cover all tasks (e.g.: Change Management, Education, specific end User Training) that are required to be executed for a full implementation **CIG** Need to do with client .

The expectation is that under agreement the customer or **CIG** executes these tasks. If required **CIG** can deliver these services at additional cost. Additionally, in order to create a customer specific application over and above the included personalization, it is recommended to complement this service with a separate Scope Document or Change Request, which will identify, analyze, implement and test the required gaps. Gaps can be any interfaces, authorizations, data migrations, workflow, forms, reports, customer specific configurations, additional services etc. Gaps must be addressed to take a customer live and additional tasks will be needed for this.

The critical point to undertake a scoping exercise as part of the sales process to qualify the customer for this service and to validate the core service assumptions and estimates .

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Contents

Package/Service Overview
Changes in this Release
Project Planning
Service Delivery and - **(**FAQ) after agreement and before project start :

Delivery Supplement

Pre-reading

- **CIG** Refer to the Customer Presentation to understand the offering
- Consultants looking for technical and solution content should look at the Configuration Guides
- Refer to the signed Contract Scope Document to understand the detailed scope of the service

Purpose of this Document

- Overview of package in this release
- Describe the project approach, the resources and skills needed
- R&D dept, in **CIG Company .** Service specific delivery information

Target Audience

- **CIG Company** Service delivery team - a defined structure for the team
- Project manager – Summarize roles, timelines required, speed-up staffing
- Resource management – Summarize roles, timelines required, speed-up staffing

Service Content

customer presentation to understand:

- ✓Scope
- ✓Pain points addressed
- ✓Benefits
- ✓Technical landscape and technical pre-requisites (more detail in Software and Delivery Requirements)

Review Scope Item Fact Sheets:

- ✓Key Processes
- ✓Benefits

Review Contract Scope document:

- ✓Detailed scope
- ✓Options available

Highlighted Implementation Activities

CIG Company

- Perform Kick off workshop
- Perform technical installation or upgrade of **OCEAN ERP** Solution Manager
- Verify installation of **OCEAN ERP** software and Best Practices in Development Environment
- Define the Data migration approach and strategy
- Perform Scope Validation Fit/Gap Analysis workshops
- Define the Testing strategy
- Verify installation of Quality Assurance and Production Environment
- Perform Core Configuration and Documentation
- Perform solution walk through and knowledge transfer to key users
- Provide go-live and post go-live support to key users

Customer

- Provide and maintain the IT infrastructure
- Install the OCEAN ERP **DB Oracle** software and OCEAN ERP Best Practices
- Ensure that key users are available for all workshops and project activities as needed.
- Define and set up end user roles and authorizations
- Import Solution into quality assurance and production environments
- Perform integration testing
- Perform Legacy Data migration
- Prepare end user training material & deliver end-user training
- Organizational change management required
- Provide go-live and post go-live support to end users

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Solution Manager installation scope

- Technical installation of OCEAN ERP Solution Manager on one client
- Implementation of the technical baseline of OCEAN ERP Solution Manager to use basic functions :
  - Connection of OCEAN ERP Solution Manager using the Managed Systems Configuration Wizard to the three system landscape
  - Connection of the system Monitoring and Alerting Infrastructure .
  - Setup of basic functions early watch Alert, Diagnostics and the collaboration platform with OCEAN ERP
- Set up for Project
  - Import OCEAN ERP Best Practices Package Documentation (BPPD) into Solution Manager for implementation reference content. To be modified during the project and tracked in the change and release management functionality alongside changes in the system.
  - Optionally Download the Activate Roadmap as a project Plan into Solution Manager if Solution Manager will be used as the project management tool.

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Implementation: Related Services:

With this service, companies can execute the New Implementation Scenario of OCEAN ERP with oracle .It includes the activation of the OCEAN ERP Best Practices for APPLICATIONS with oracle . The service enables a customer to experience the simplification and innovation delivered by Oracle ERP across Finance, Sales, Procurement, Asset Maintenance & Manufacturing It includes country localization such as VAT number ,tax codes.

Business Needs

Manage the entire sales cycle, optimize finance, procurement and logistics processes, manage assets and leverage predefined processes for repetitive and process manufacturing.Be able to perform enterprise wide processes efficiently with a simplified role-based user interface and real-time information.

Delivery Approach and Scope

Perform Solution Validation with **OCEAN** experts to identify configuration changes and differentiating processes based on **OCEAN** Best Practices and defined scope limitations. Configure the initial sample organizational data, such as company code, sales organization and purchasing organization. Provide knowledge transfer to key users for the **OCEAN** Best Practice processes. Provide support throughout the implementation, including post go live support.

Value and Benefits

Increased efficiency via optimized finance and supply chain processes and reporting. Reduced time to value, utilizing proven **OCEAN** Best Practices. Improved enterprise wide business processes via the use of a drastically simplified **OCEAN** user interface and **OCEAN** in memory technology.

Documentation

Documentation deliverables for new Scope Items

Bank Integration with Financial Services Network

Requisitioning and reorder point .PO

Supplier Activity Management

Supplier Classification and Segmentation

Integration for Finance

Make-to-Order Production

Semi-finished Goods Planning and Assembly

Sales and Distribution

Quality Management QM

Manufacturing with supply into production

Bank Integration

Employee Integration

Inbound Processing

Initial Stock Upload ‘first INV Process’

Physical Inventory

Scrapping

Basic Outbound Processing to Customer

Accounting and Financial Close - Parallel Ledger
Asset Accounting - Parallel Ledger
Asset Under Construction - Parallel Ledger
Procurement and Purchase Order concept
Period-End Closing - Maintenance Orders
Asset concept and rolls
Corrective Maintenance
Emergency Maintenance
Data Migration to OCEAN ERP
Enhancements
Preventive Maintenance
Sales Process Performance Monitoring
Sales Contract Management

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Documentation deliverables for new Building Blocks

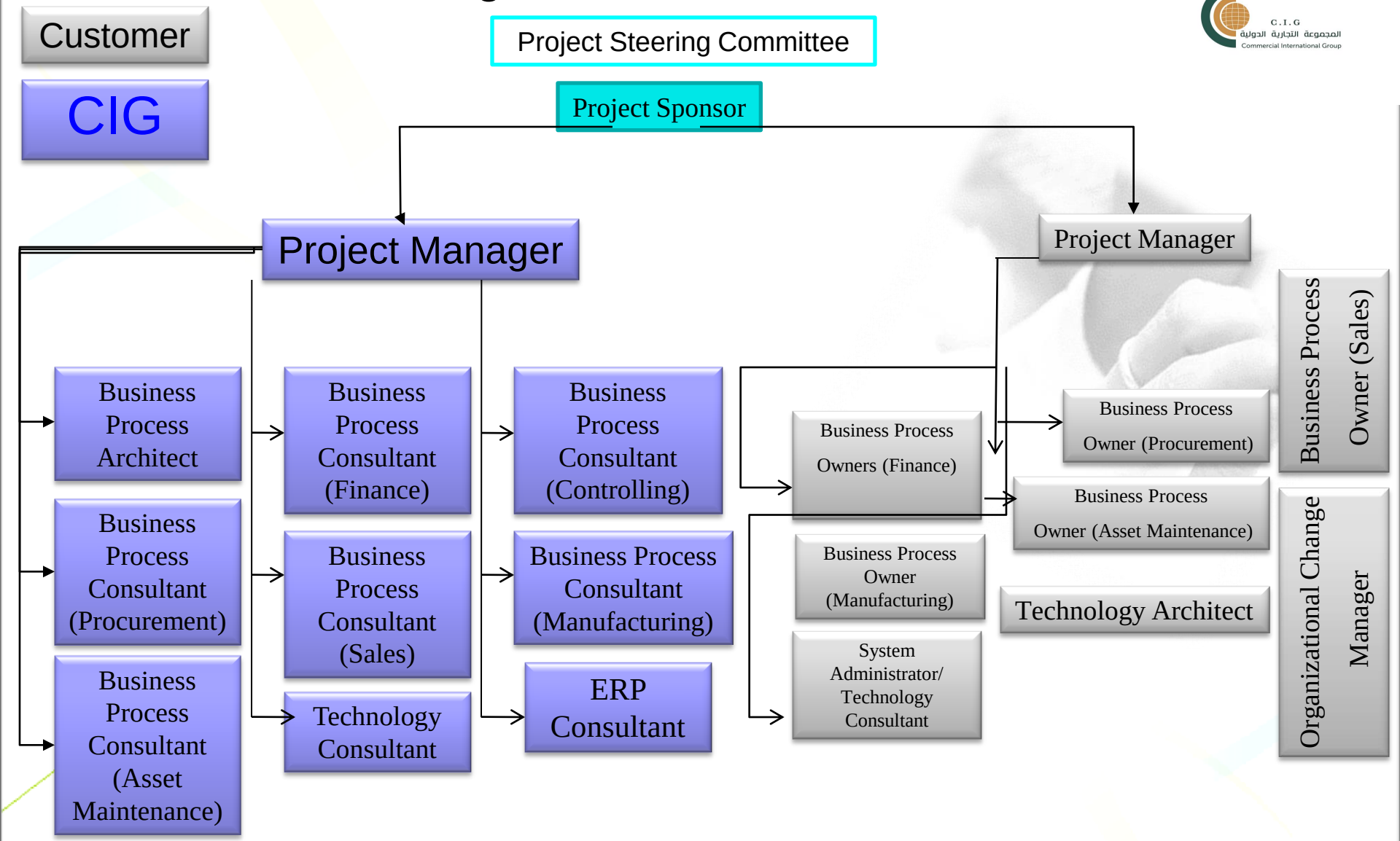
Overview Pages configuration for Procurement
Intercompany Master data
Period End Closing - Maintenance Orders
Cash Daily Operation - Delta for Extended Version
Maintenance General Setting
Maintenance Master
Preventive Maintenance
Cash Daily Operation
Assets Under Construction [EGYPT]
Integration for Financials
Sales and Distribution

C.I.G
المجموعة التجارية الدولية
Commercial International Group

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Project Planning

Service Roles and Org Chart



Project Manager OCEAN ERP

Responsibilities

Responsible for project oversight, coordination, support and coaching of the customer's project manager
Ultimately responsible to ensure project is on track, represent escalation point and manage the project
Tasks
Successful project preparation to ensure project approach is successful
Leverage project templates (i.e. project kick off, on-boarding deck, project plan) and personalize for customer to prepare for successful kickoff
Pre-requisite checklist, communication plan, sign off/acceptance, manage issue log, and manage overall project expectations
Additional task to run project i.e. risk log, time management, status reporting and escalation
Specialist Knowledge
Project Management
OCEAN ERP DB ORACLE
Corresponding OCEAN ERP Resource Profile(s)

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Business Process Consultant Finance (OCEAN)

Responsibilities

- Responsible for explaining solution considering fixed scope and customer requirements
- Responsible for process validation and assistance with testing, cutover and go live support
- Gather requirements and ultimately setup a fully functional development environment to deliver the fixed service scope to the client

Task

- Leverage accelerators and explain fixed scope during scoping workshop
- Work with customer point-of-contacts to answer open questions to finalize fixed scope
- Conduct the validation workshops, challenges customer requirements from a business point of view and identifies/records potential gaps
- Configure development system as per defined scope and create deliverables defined in the service i.e. Fit/gap analysis, business scenario test, cut over, knowledge transfer, walkthrough, go live support
- Leverage implementation and service content and personalize for customer to prepare for successful kickoff and ongoing project management

Specialist Knowledge

- Knowledge of OCEAN Practices for ERP DB Oracle scenarios
- Knowledge of Financial intercompany processes
- Knowledge of consolidation processes
- OCEAN productivity apps including corresponding OCEAN backend configuration
- Knowledge of country specific (**CMA**) localization (incl. Local GAAP, IFRS and US GAAP)

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Business Process Consultant Controlling (ERP)

Responsibilities

- Responsible for explaining solution considering fixed scope and customer requirements
- Responsible for process validation and assistance with testing, cutover and go live support
- Gather requirements and ultimately setup a fully functional development environment to deliver the fixed service scope to the client

Tasks

- Leverage accelerators and explain fixed scope during scoping workshop
- Work with customer point-of-contacts to answer open questions to finalize fixed scope
- Conduct the validation workshops, challenges customer requirements from a business point of view and identifies/records potential gaps
- Configure development system as per defined scope and create deliverables defined in the service i.e. Fit/gap analysis, business scenario test, cut over, knowledge transfer, walkthrough, go live support
- Leverage implementation and service content and personalize for customer to prepare for successful kickoff and ongoing project management

Specialist Knowledge

- Knowledge of ERP Practices for ERP and ORA DB
- ERP productivity apps including corresponding ERP backend configuration

Corresponding ERP Resource Profile(s)

- Finance: Financial Operations

Business Process Consultant Procurement (ERP)

Responsibilities

- Responsible for explaining solution considering fixed scope and customer requirements
- Responsible for process validation and assistance with testing, cutover and go live support
- Gather requirements and ultimately setup a fully functional development environment to deliver the fixed service scope to the client

Tasks

- Leverage accelerators and explain fixed scope during scoping workshop
- Work with customer point-of-contacts to answer open questions to finalize fixed scope
- Conduct the validation workshops, challenges customer requirements from a business point of view and identifies/records potential gaps
- Configure development system as per defined scope and create deliverables defined in the service i.e. Fit/gap analysis, business scenario test, cut over, knowledge transfer, walkthrough, go live support
- Leverage implementation and service content and personalize for customer to prepare for successful kickoff and ongoing project management

Specialist Knowledge

Corresponding ERP Resource Profile(s)

- Procurement

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Business Process Consultant Sales (ERP)

Responsibilities

- Responsible for explaining solution considering fixed scope and customer requirements
- Responsible for process validation and assistance with testing, cutover and go live support
- Gather requirements and ultimately setup a fully functional development environment to deliver the fixed service scope to the client

Tasks

- Leverage accelerators and explain fixed scope during scoping workshop
- Work with customer point-of-contacts to answer open questions to finalize fixed scope
- Conduct the validation workshops, challenges customer requirements from a business point of view and identifies/records potential gaps
- Configure development system as per defined scope and create deliverables defined in the service i.e. Fit/gap analysis, business scenario test, cut over, knowledge transfer, walkthrough, go live support
- Leverage implementation and service content and personalize for customer to prepare for successful kickoff and ongoing project management

Specialist Knowledge

Corresponding ERP Resource Profile(s)

- Customer: ERP, SD Processes and Configuration

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Business Process Consultant Manufacturing (ERP)

Responsibilities

- Responsible for explaining solution considering fixed scope and customer requirements
- Responsible for process validation and assistance with testing, cutover and go live support
- Gather requirements and ultimately setup a fully functional development environment to deliver the fixed service scope to the client

Tasks

- Leverage accelerators and explain fixed scope during scoping workshop
- Work with customer point-of-contacts to answer open questions to finalize fixed scope
- Conduct the validation workshops, challenges customer requirements from a business point of view and identifies/records potential gaps
- Configure development system as per defined scope and create deliverables defined in the service i.e. Fit/gap analysis, business scenario test, cut over, knowledge transfer, walkthrough, go live support
- Leverage implementation and service content and personalize for customer to prepare for successful kickoff and ongoing project management

Specialist Knowledge

- Knowledge of ERP Best Practices for ORACLE ERP

Corresponding ERP 5Resource Profile(s)

- Procurement

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Business Process Consultant Asset Maintenance (ERP)

Responsibilities

- Responsible for explaining solution considering fixed scope and customer requirements
- Responsible for process validation and assistance with testing, cutover and go live support
- Gather requirements and ultimately setup a fully functional development environment to deliver the fixed service scope to the client

Tasks

- Leverage accelerators and explain fixed scope during scoping workshop
- Work with customer point-of-contacts to answer open questions to finalize fixed scope
- Conduct the validation workshops, challenges customer requirements from a business point of view and identifies/records potential gaps
- Configure development system as per defined scope and create deliverables defined in the service i.e. Fit/gap analysis, business scenario test, cut over, knowledge transfer, walkthrough, go live support
- Leverage implementation and service content and personalize for customer to prepare for successful kickoff and ongoing project management

Specialist Knowledge

- Knowledge of ERP Best Practices for ERP Asset Maintenance scenarios
- ERP productivity apps including corresponding ERP backend configuration

Corresponding ERP Resource Profile(s)

- Asset Maintenance

ERP Technology Consultant (ERP)

Responsibilities

- Assist with landscape installations
- Work with Application Consultants to ensure development system is up and running and accelerator are integrated with standard process
- Provide knowledge transfer and documentation to ERP customer identified point-of-contact

Tasks

- Confirm installation of development landscape with ERP Practice implementation content
- Confirm installation and verification of remaining landscape (Quality assurance and Production)
- Assist in setting up transport strategy and applying transports
- Provide basis guides and documentation to the customer
- Provide ERP security know-how and skills to setup user ids
- Troubleshoot and provide knowledge transfer to customer and ERP internal team
- Assist in applying support packs

Specialist Knowledge

- ERP NetWeaver
- ERP Oracle DB
- ERP
- ERP Practices for ERP Oracle
- Expertise in web security and performance tuning

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Project Sponsor (Customer)

Responsibilities

- The Executive Sponsor directly communicates the company's long-term goals and visions.
- The Executive Sponsor is a member of the Executive Board or the CIO.
- Participates in the feedback meetings for project reviews.
- Has the ultimate decision-making power in the fulfillment of the assessment engagement contract as well as the final budget authority.

Tasks

- Maintain the final authority to set priorities, approve scope, and settle company-wide issues
- Promote the ERP program throughout the organization. Where conflicts exist in the completion of these responsibilities, the sponsor has the authority to negotiate and promote a solution.
- Maintain an active relationship with ERP management
- Identify an appropriate Project Manager
- Identify and schedule executives for the final presentation

Specialist Knowledge

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Project Manager (Customer)

Responsibilities

- Responsible for the overall management of the project throughout its lifecycle
- Responsible for defining, planning, tracking and managing the project, for identifying key resources and providing the direction they require in order to meet project objectives
- Provides leadership to cross-functional teams responsible for delivering defined project outputs to time, budget and project quality criteria
- Adherence to project management methodology practices, provide team coaching, evaluate the performance of team members and reinforce the enterprise knowledge management through the collection and communication of lessons learned.

Tasks

- Participate in the project planning activities and manage the execution of projects according to plan
- Manage relationship with project stakeholders keeping stakeholders informed of progress and issues in order to manage expectations on all project requirements and deliverables
- Manage and communicate a clear vision of the project's objectives, and motivate the project team to achieve them; create a project environment that enables peak performance by team members.
- Determine what constitutes successful closure for all parties. Gain acceptance and sign-off by all parties when closure is attained.
- Ensure proper use of project management methodology, standards, tools, processes and procedures
- Coach to clarify assignments and deliverables to project team; review quality of work and manage integration of team members' work; provide performance input to project team members' functional management.

Specialist Knowledge

- Project Management
- ERP Practices for oracle ,….. ERP
- Subsidiary rollout

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Business Consultants (Customer)

Responsibilities

- The central point-of-contact for a specific business process with an end-to-end responsibility for the whole Process Management Lifecycle to ensure a best-in-class process.

Tasks

- Derive process goals from companies' strategy
- Communicate customer requirements
- Map requirements to ERP Practices process definitions with support of Application consultant
- Establish process performance measurement system to be able to constantly control and report end-to-end process performance
- Ensure compliance

Specialist Knowledge

- Business process knowledge in business area
- Knowledge of country specific localization for business area

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Responsibilities

- The Organizational Change Management (OCM) Manager provides primarily strategic advice and direction for managing change arising from the project in the organization, identifies potential risks, creates plans to mitigate the risk and executes the plan.
- The OCM Manager identifies whether new teams/structure need to be set up as a result of implementing the new process and as well as how to communicate these changes and what training measures are necessary for the success of the project and the company.

Tasks

- Lead OCM projects
- Plan, conceive and implement strategic and operational Change Management measures.
- Coach the customer's management where processes and systems are changed.
- Lead Change Management teams, including external consultants and people from different departments, regions and cultures at the customer.
- Support, together with the customer, the Change Management Process by creation of system and business process acceptance and personal motivation at all levels with specific measures.
- Design and lead global training sessions and workshops.

Specialist Knowledge

- Substantial knowledge of OCM
- The OCM Manager must have a broad knowledge of the industry in order to be effective

System Administrator/Technology Consultant (Customer)

Responsibilities

- Installs and maintains the required ERP landscape through out the project
- Work with Technology Consultant from ERP to ensure all required systems are up and running and that accelerators are utilized

Tasks

- Installs required ERP landscape with ERP Practice implementation content
- Setting up of the transport strategy and applying transports
- Implements roles and authorizations
- Troubleshooting of ERP landscape
- Applies support packs
- Supports Cutover and go live

Specialist Knowledge

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Responsibilities

- The Technology Architect is responsible for the application and data migration of legacy systems, the transition approach within the project as well as the roles and authorizations required

Tasks

- Definition and implementation of the strategy and solution to support the migration of legacy data into the ERP Application.
- Identification and qualification of source data to satisfy master and transactional data requirements for the ERP Application.
- Lead data assessment and mapping activities, and architect the underlying migration framework to extract, transform, validate, enrich and load the legacy source data.
- Execute technical leadership on the use of the technology platform and tools to perform the profiling and migration of legacy data.
- Planning and managing the efforts of technical developers.
- Setting up a concept for migration (data and application) and the transition approach regarding to time, costs and risk
- Transition planning regarding technical and organizational aspects and coordination with stakeholders
- Define the Authorization Strategy and Management Procedures
- Create an Enterprise wide Role Matrix.
- Document the Authorization Requirements for the processes
- Create the User Roles
- Document the requirements for the user roles (e.g. Job description, number of expected users)
- Document the assignment of the transactions to the roles and document the authorization restrictions (e.g. Organizational Elements).

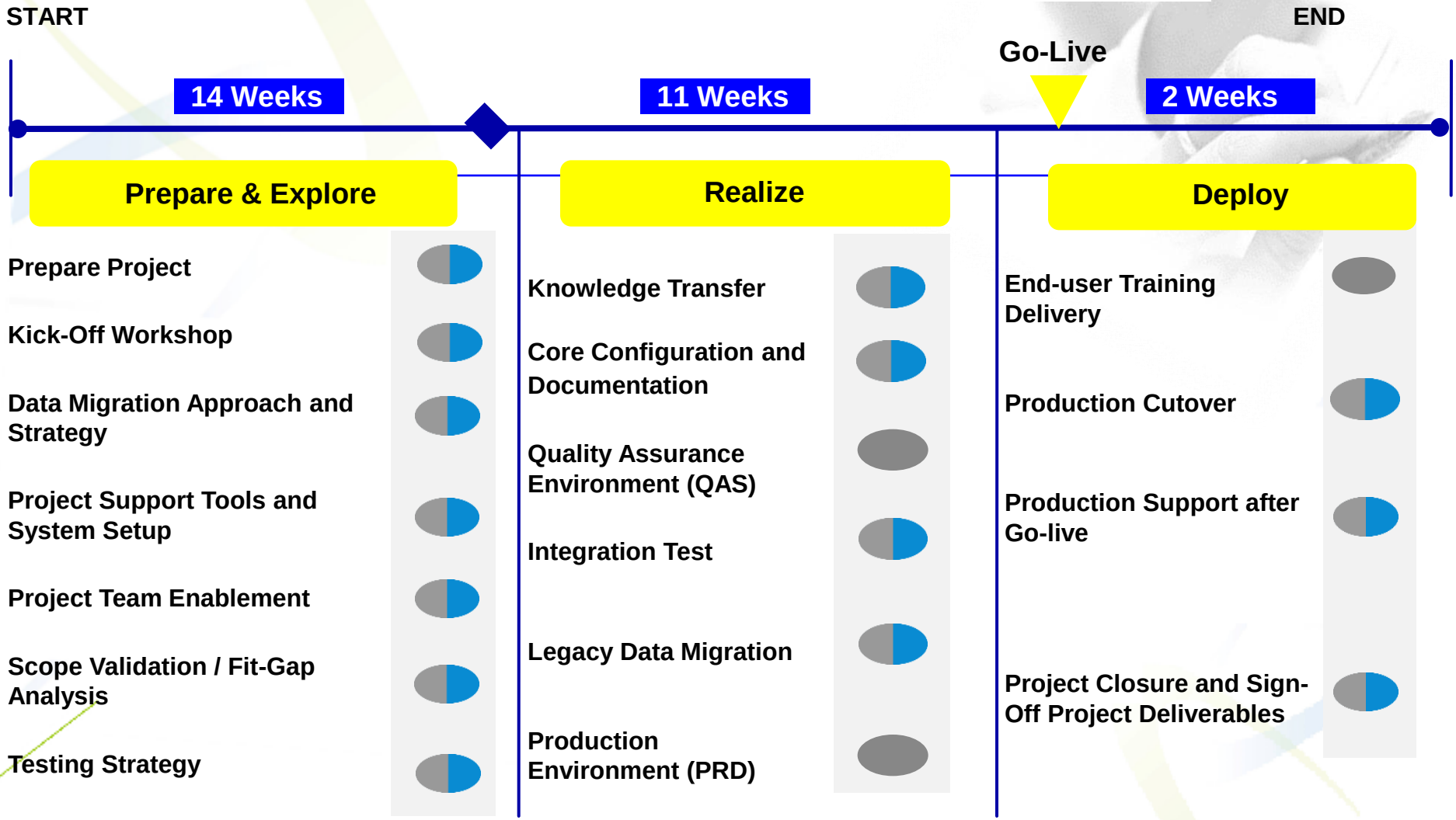
Specialist Knowledge

- Knowledge of platform and interfaces.
- Knowledge of integration between applications and external systems.
- Business Knowledge

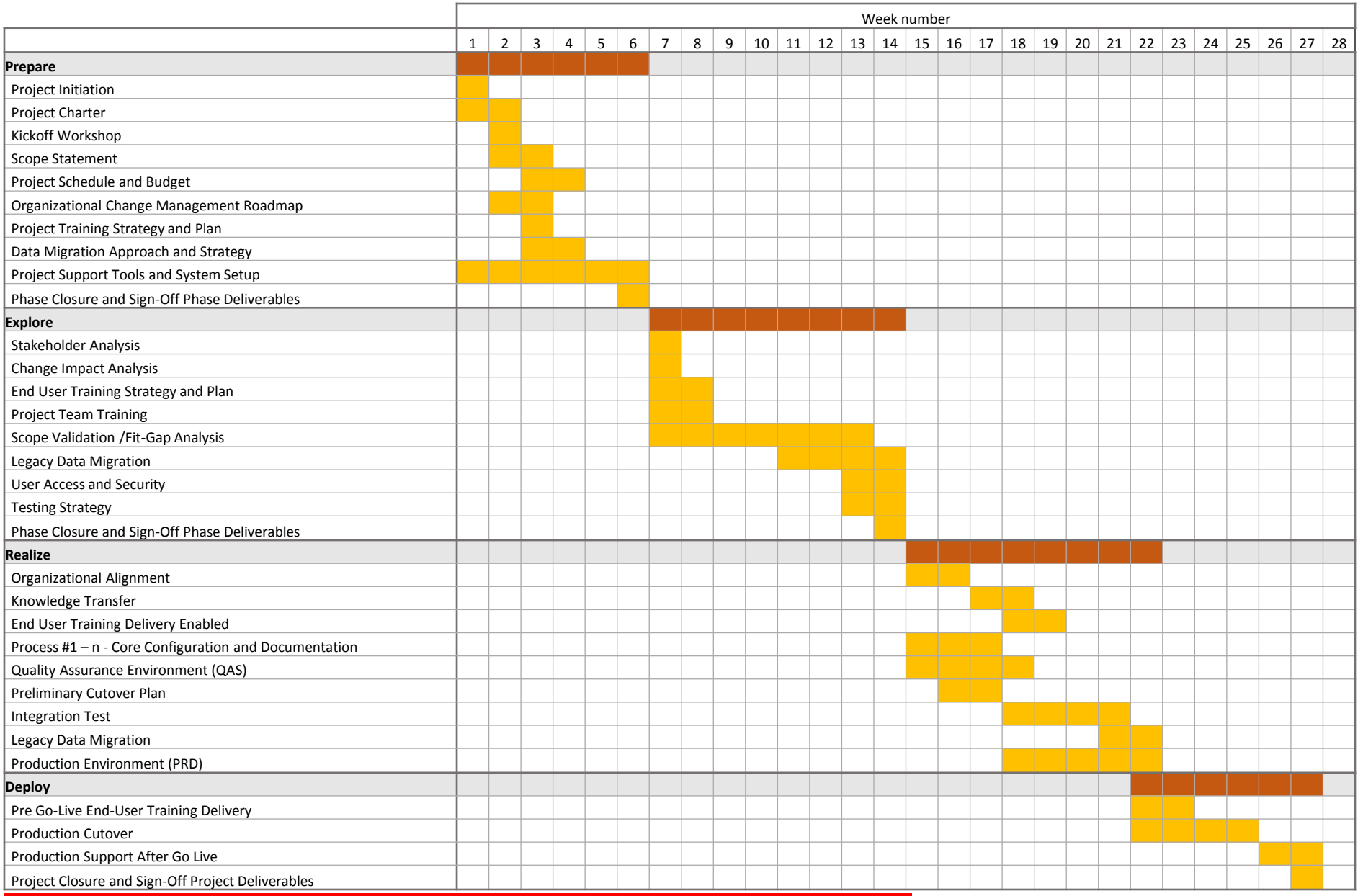
ERP Training Prerequisites

Typical Project Plan

Shows key implementation topics and activities



Project Schedule (full scope)



This service has scope options, hence the schedule above is indicative only. Depicts key activities only

Service Delivery and FAQ

- Support
- Sample Validation Workshop Schedule
- Additional information
- Related Services

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Support: Create Customer Message

For technical issues, errors or questions about this RDS, open a message using the appropriate support component:

Cloud Cross Topics
Implementation Framework
Simplified Finance
Integration
Simplified Logistics
Professional Services
Self-Service Configuration UI

Use the Customer Messaging System at: http//erp.cig.com/help . You will need to know the customer ID and must be have a valid User Id.

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Service Delivery and FAQ

- Support
- Sample Validation Workshop Schedule
- Additional information
- Related Services

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Sample Validation Workshop Schedule

- Please see separate accelerator for this content

C.I.G
المجموعة التجارية الدولية
Commercial International Group

Thank You CIG Team

C.I.G
المجموعة التجارية الدولية
Commercial International Group