



### Decision confirmed

Your organization has made the decision to go to SAP S/4HANA® — but there's a lot to do before the Phase One plan kickoff to ensure your team is properly prepared and equipped for the journey.

### Document processes.

Take the time to document all business processes as they currently exist and review them with all members of the implementation team to highlight any gaps. This will help reduce delays caused by deliberation later in the plan.

### Train team members.

SAP® team training is an important step in aligning your team for success in using S/4HANA with little to no customization. Evaluate how well users adopt this mindset by setting and tracking key metrics.

### Gather resources.

You'll need Subject Matter Experts (SMEs) to assist throughout the process and may want to retain consultants or other IT partners as well. Now is the time to get them scheduled, committed to the plan and ready to perform as needed.

### Prioritize content.

Don't wait for the end of the plan to train everyone all at once. Embed members of the team throughout the transition process and prioritize content based on their area of expertise to fill any knowledge gaps.

### Confirm budget.

S/4HANA shifts costs from the technology side to the human side, so budgets will need to account for increased time and money dedicated to training requirements, change management needs and expanded communications.

### Get Agile.

Transitioning from a waterfall approach to an Agile framework before you begin your implementation will speed decision-making throughout the process and eliminate the need to stop, retrain and restart once the plan is in motion.

### Coach leaders.

Educate all of your team leaders in the goals of the project — and in the importance of using the best practices of SAP S/4HANA. Your team leaders should be champions of changing business processes to fit the software and maximize efficiency.

### Select tools.

Phase Zero is the time to assemble all of the tools needed to document processes, record Sprint sessions, provide training, offer support test scripts, supply support materials and run simulations.

### Plan training.

Business processes will inevitably change as you make the shift to S/4HANA, so it's important to create and schedule plans for training. You'll need to consider the general makeup of your audience as well as their physical location and language needs.

### Measure progress.

Set five to seven Key Performance Indicators (KPIs) that you'll use to measure the impact that S/4HANA has on your organization, covering both business improvements as well as human-side changes through ongoing feedback and assessment.

### Phase One kickoff

By this stage, every member of your team should now understand the benefits of S/4HANA and the role they'll play in the implementation process. All of the required pieces should be assembled and the team should agree on the goals and expectations moving forward.

