

ENSURING SYSTEM END-USER READINESS

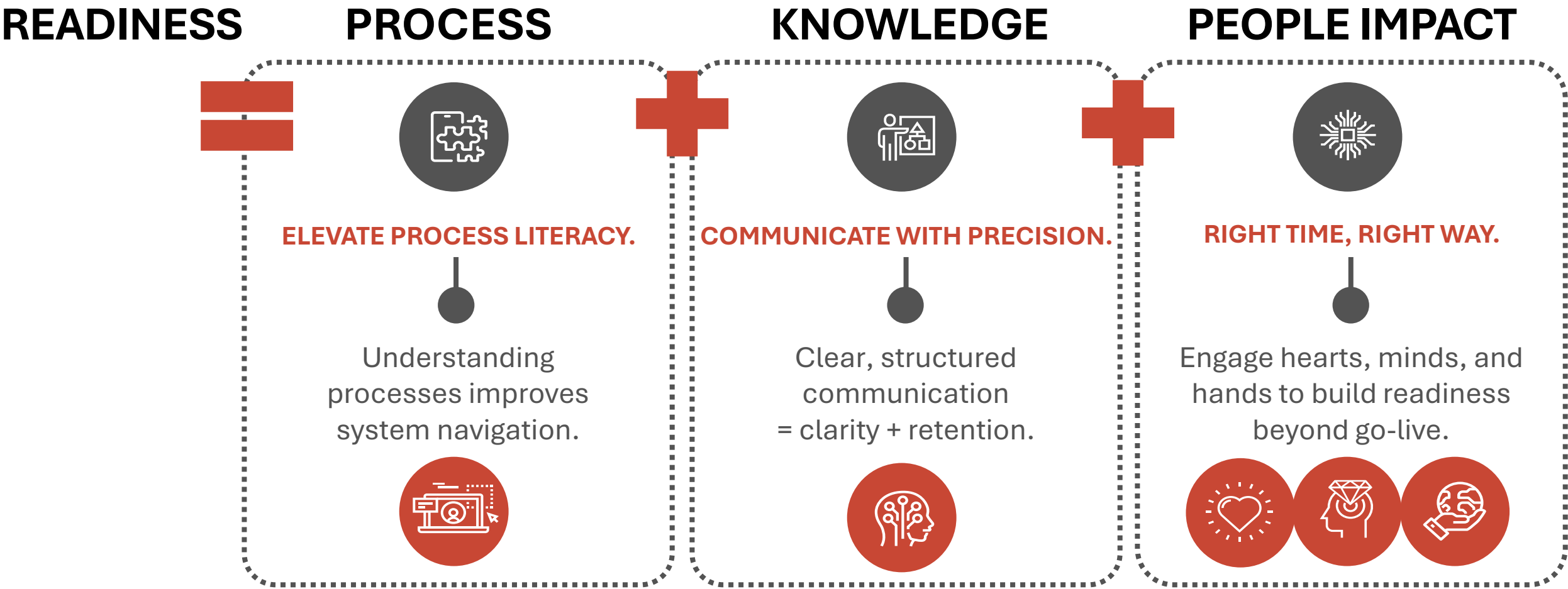


Antoinette Lambe
Director

FOCUSED AND PRACTICAL INTERVENTIONS
to improve adoption and ensure project success



THE THREE PILLARS: THE READINESS EQUATION



ORACLE CLOUD FUSION TECHNICAL LANDSCAPE

Human Capital Management

SaaS

Talent Acquisition (ORC) F	Human Capital Management F	Time and Labour F	Workforce Compensation F
Goal Management F	Performance Management F	Career Development F	Talent Review and Succession Management F
Work Life Solutions F Not in use	Workforce Health and Safety F Not in use	HR Help Desk F Not in use	Oracle Taleo F
Sage Payroll			

Enterprise Asset Management

SaaS

Project Management F	Project Control F	Project Capture Cost F
Project Billing and Contracts F Not in use	Asset Maintenance F	Asset Monitoring F
Field Service Core F	Field Service Capacity F	Field Service Mobile F
Asset Capitalisation	Budget allocation	RRAT

Enterprise Performance Management/ BI

SaaS

Enterprise Planning and Budgeting	Financial Consolidation and Close	Account Reconciliation
Tax Reporting	Enterprise Performance Reporting	Disclosure Management
Profitability and Cost Management	Financial Analytics	

Supply Chain Management

SaaS

Sourcing F	Trade Compliance Services F	Global Trade Management and Intelligence	Procurement Contracts F
Supplier Portal F	Supplier Qualification Management F	Self Service Procurement F	Purchasing F
Landed Cost Management F	Product Hub F	Inventory Management F	Warehouse Management F
Supply Planning and Planning Central F	Sales and Operational Planning F Not in use	Demand Management F	CPQ for ERP F
Configurator F Not in use	Manufacturing F	Order Management F	Global Order Promising F
Supply Chain Collaboration F Not in use	Transportation Sourcing F Not in use	Transportation Management F Not in use	Customs Management F
FPT convergent solution/Supply chain planning F Not in use	Freight Payment, Billing & Claims F Not in use		

Financial Management

SaaS

Financial Control and Reporting F	Tax F	Accounting Hub and Reporting F
Expense Management F	Accounts Payables F	Assets Management F
Customer Billing to Receivables F	Advanced Collections F	Revenue Management F
Incentive Compensation F	Cash Management F	Intercompany
Budgetary Control F		

LEGEND

SaaS Module Included in GT

SaaS Module Excluded from GT

PaaS Module

Customer Experience

SaaS

CPQ for ERP Cloud Service

Risk Management

SaaS

Advanced Financial Controls F	Financial Reporting Compliance F	Advanced Access Control F
--------------------------------------	---	----------------------------------

IT Estate (Middleware)

PaaS

Java Cloud Service	Database Cloud Service	Developer Cloud Service
Mobile Cloud Service	Process Cloud Service	Oracle Integration Cloud
Managed File Transfer Cloud	SOA Cloud Service	Oracle API Platform Cloud

Security, Management & Analytics

PaaS

Oracle Analytics Cloud	Data Cloud Service	Identity Management Cloud Service
Management Cloud	Data Integrator Cloud Service	Content and Experience Cloud
Database Backup Service	Golden Gate Cloud	Other PaaS modules

PROCESS: BUILD PROCESS LITERACY



Understanding the "why" behind the clicks of a task improves navigation, retention, and user confidence.

Once users understand a process, navigating the system makes sense.

***Process literacy
needs to be achieved
before system
training starts.***

- ✓ Map and document how current processes will work in the new system.
- ✓ Identify and communicate changes in roles, approvals, or workflows.
- ✓ Provide simple, updated SOPs and cheat sheets.
- ✓ Use process stories, visuals, and context-driven simulations to build end-user process literacy.
- ✓ Embed these process maps into the system training...and include in future onboarding.

ORACLE CLOUD FUSION PROCESS ARCHITECTURE

EAM		FIN	EPM	GSSC	SCM										HCM	GRC
Project to Result	Acquire to Retire	Record to Report		Source to Procure	Procure to Pay	Order to Cash									Hire to Retire	Risk Man
Budgeting and Planning	Asset Maintenance and Disposal	Financial Close and Reporting	Connected Planning	Supplier Management	Requisition to Order	Order Fulfilment	Supply Chain Operations	Cash and Treasury Management	Compensation Management	Product Management	Supply Chain Planning	Materials Management and Logistics	Financial Control and Reporting	Manage Human Capital and Strategy Planning		
Initiate Project	Period End Close	Process Intercompany	Comprehensive Financial Close	Manage Supplier Negotiations	Process Accounts Payable	Manage Sales Orders	Plan Pricing	Manage Cash Transactions	Manage Incentive Compensation	Manage Product or Service Introduction	Manage Demand Planning	Manage Outbound Materials Management	Manage Landed Costs	Manage Organisational Structure		
Project Management		Cash Management	Narrative Reporting	Manage Supplier Contracts	Perform Employee Advances and Petty Cash	Bill Customers	Manage Supply Chain Orchestration Orders			Manage Product Data Governance	Manage Supply Planning	Manage Inventory		Manage Recruitment		
Project Closure		Manage Taxes	Enterprise Data Management	Strategies Policies and Governance	Travel and Expense Management	Manage Accounts Receivable Balance	Manage Configure Products				Manage Order Promising	Manage Inbound Materials Management		Manage Talent and Career Management		
Period End Close				Master Data Management		Process Customer Payments	Execute Pricing				Manage Sales and Operations Planning			Manage Performance		
						Manage Collections					Manage Backlog Planning			Manage Talent Rewards		
						Manage Customer Bills								Manage Benefits		
						Perform Period Close								Manage Employee Relations		
						Manage Credit								Manage Global Mobility		
														Manage Employee Services		

KNOWLEDGE: COMMUNICATE WITH PRECISION



Consistency in communication is key.
All project communication
should answer:
What, Why, Who, Where, When & How.

*Always include the
power of the
5 Whiskeys and a Hotel
comms checklist.*

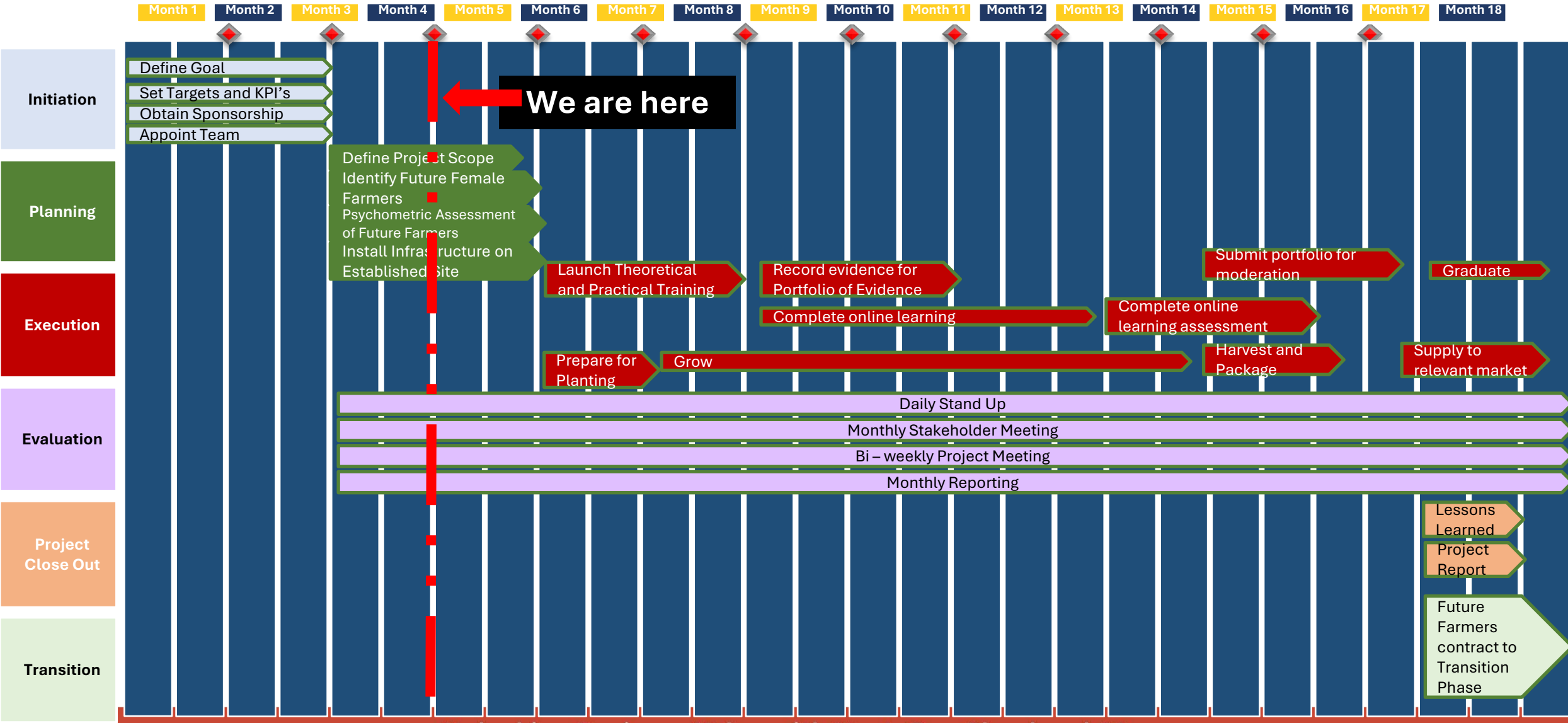
- ✓ Send clearly articulated, to the point bi-weekly comms to all those impacted by the project, from end-user to solution architect.
- ✓ Include a two-line summary from each project team member on their activity and progress.
- ✓ Include a visual "Project on a Page" for clarity.
- ✓ Provide full acronym definitions for the first three months e.g. **WTF** has a different meaning in different contexts:

Wildlife Trust Fund

World Trade Fair

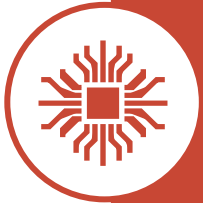
Worcester Training Foundation

PROJECT ON A PAGE (POAP) EXAMPLE: SUSTAINABLE VILLAGE HEARTBEAT





PEOPLE IMPACT: RIGHT TIME, RIGHT WAY.



End-user readiness starts with the right people.
Understand the impact on someone's day job.

Remember this distinction:

Responsibility is about execution.

Accountability is about outcome ownership.

***Techno-functional
SMEs are your secret
weapon and are
irreplaceable.***

- ✓ Involve HR, PMs, Line Managers and project team members in detailing role clarity to ensure the right people are aware of the project's impact on the team member's day job.
- ✓ Techno-functional SMEs understand both process and system, involve them in user stories, content creation, training, and UAT.
- ✓ They are natural bridges between technical teams and business users, and their presence dramatically boosts credibility and adoption.
- ✓ Recognise and motivate participation.



HOW TO ADDRESS END-USER READINESS FOCUS AREAS



COMMUNICATION & CHANGE AWARENESS

- Develop a clear, ongoing communication plan explaining:
 - Why the change is happening
 - What will change for end users
 - What benefits the new system brings
- Use multiple channels: emails, meetings, WA videos.



PROCESS & PROCEDURE ALIGNMENT

- Map and document how current processes will work in the new system.
- Identify and communicate changes in roles, approvals, or workflows.
- Provide simple, updated SOPs and cheat sheets.



TRAINING & SKILLS DEVELOPMENT

- Design role-based training aligned to actual user tasks and processes.
- Use a blend of methods: classroom, e-learning, quick reference guides, simulations, and hands-on practice.
- Schedule refresher sessions close to go-live.



TESTING & USER VALIDATION

- Involve key end users in UAT (User Acceptance Testing).
- Collect feedback and refine the system and training materials based on real user experience.
- Run pilot sessions in real work scenarios.



SUPPORT & REINFORCEMENT

- Establish clear support channels: helpdesk, floorwalkers, super users.
- Provide quick access to FAQs, user guides, and how-to videos.
- Monitor adoption post go-live and address issues quickly through feedback loops.

SEVEN STEPS TO ENSURE END-USER READINESS



STRONG SUSTAINED EXECUTIVE SPONSORSHIP

- Visible leadership support shows the change is strategic.
- Leaders help remove blockers and reinforce messaging.



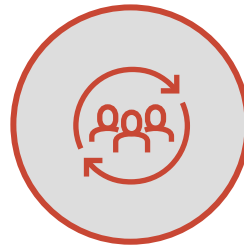
ALIGN SYSTEM CHANGES WITH PROCESS SIMPLIFICATION

- Avoid just digitising old, inefficient processes.
- Redesign workflows where needed and train users on new ways of working.



EARLY AND CONTINUOUS COMMUNICATION

- Start messaging early: purpose, benefits, and what will change.
- Use different formats: email and intranet banners, videos, posters, newsletters, FAQs.
- Maintain updates post-go-live.



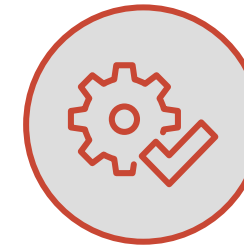
ENGAGE USERS IN TESTING AND DESIGN

- Involve end-users in User Acceptance Testing (UAT).
- Elect super-users/champions to give support, feedback and share knowledge.
- Use pilot teams to validate processes in real scenarios.



ROLE-BASED HANDS-ON TRAINING

- Tailor content to the actual tasks users perform.
- Combine classroom, e-learning, practice labs, playbooks and cheat sheets.
- Offer refresher sessions close to go-live.



MEASURE READINESS AND ADAPT

- Use surveys, focus groups, readiness quizzes or assessments.
- Adjust support, communication and training based on feedback.



ACCESSIBLE, CLEAR POST GO-LIVE SUPPORT

- Deploy super-users/champions on-site as first-line support.
- Establish an easy-to-reach helpdesk and super user network.
- Provide easily accessible FAQs, walkthroughs, videos, and quick reference guides.



PRACTICAL INTERVENTIONS BY STAGE

Pre-

Implementation:

- ☑ Process discovery workshops
- ☑ Role-to-process mapping
- ☑ Cheat sheets

During

Implementation:

- ☑ User Journey Boards
- ☑ UAT with process-driven scripts
- ☑ Change impact matrix

Pre-Go Live

- ☑ User Training: Process, System, Assessment

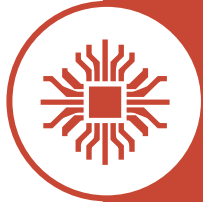
Post-Go-Live:

- ☑ Process Walkthrough Wednesdays
- ☑ Feedback portals (e.g. chatbot)
- ☑ Adoption metrics

***"Readiness doesn't end at training.
It lives throughout implementation: across prep, execution, and reinforcement."***



ERP & CORE BANKING SUCCESS STARTS WITH PROCESS CLARITY



ERP & Core Banking mirror real business processes.
If users don't understand the process, they won't use the system correctly.
Process understanding bridges the gap between technology and user behaviour.

“You cannot automate what you do not understand.”

Without process clarity, transformations result in:

Workarounds & manual tracking

Misuse of system functionality

Low adoption & delayed ROI

PRACTICAL ACTIVITIES:



Process walkthrough workshops with key users



Use process maps/flowcharts to explain before/after scenarios



Create role-specific process stories showing system impact



PREPARING END-USERS THROUGH TARGETED INTERVENTIONS



1. Communication: Align people with process changes

- Roadshows with clear messages
- “A Day in the Life” process stories



2. Training: Teach process context beyond system clicks

- Role-based, process-driven simulations
- “What happens if...” scenarios
- Process quizzes



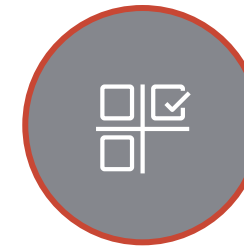
3. Support: Reinforce knowledge post-go-live

- Peer support (process champions)
- Hypercare war rooms with SMEs
- Searchable knowledge base



4. Engagement: Co-create the future processes

- User testing of future-state flows
- Validation labs
- Gamified process challenges



5. Feedback: Adapt based on understanding gaps

- Pulse surveys on process confidence
- Track workflow errors
- Weekly “help clinics”



BUILD CAPABILITY, NOT JUST COMPLETION

Recognise and Motivate Participation

- ✓ Celebrate progress with certificates, badges, shout-outs.
- ✓ Encourage social learning (forums, demo sharing, peer support).
- ✓ Acknowledge the effort: even small wins fuel momentum.

Recognise and Reinforce Readiness

- ✓ Celebrate participation: training completion, demos, forum engagement.
- ✓ Award certificates, badges, acknowledgements.
- ✓ Involve end users in UAT for ownership and capability.
- ✓ Track adoption via WhatFix, Help Desk ticket costs (R2000/ticket = bottom line impact).

We're not just ticking boxes...we're building long-term capability. Bring end users into UAT, use tools like WhatFix to monitor real-world usage, and close gaps fast. We want people who aren't just trained...they're confident, capable, and future-ready.



FINAL THOUGHTS

“When users understand the process, the system makes sense.

When the system makes sense, transformation succeeds.”

- ✓ Train process before clicks.
- ✓ Communicate the ‘why’ with structure.
- ✓ Build accountability, not dependency.
- ✓ Celebrate and support the user journey.
- ✓ Readiness is not a phase—it’s your success strategy.
- ✓ Involve end-users in UAT = deeper ownership.
- ✓ Use tools like WhatFix to track real-time usage and gaps.
- ✓ Focus on building internal capability, not dependency.



ANTOINETTE LAMBE DIRECTOR | LEARN·TO

+ 27 82 901 2536 | antoinette.lambe@icloud.com

As Director of LearnTo, Antoinette leads a seasoned team of high-performing learning solution architects to deliver agile, engaging, and results-focused learning experiences.

With an emphasis on behavioural, leadership, and system training, she collaborates with organisations to align learning initiatives to strategic goals. This integrated approach ensures that every solution is not only relevant and adaptable but also drives real performance. Her innovative methodology integrates cutting-edge digital learning channels and technologies to drive meaningful outcomes and measurable impact.

With a Bachelor's degree in Education and a Management Development qualification from WITS Business School, Antoinette brings more than 20 years of experience spanning education and financial services. During her 22-year tenure at Nedbank, she held senior Learning & Development roles, including leading a 70-person team, overseeing training operations, and driving end-user readiness for a core banking system rollout across six African countries.

Antoinette is recognised for designing learning solutions that deliver measurable outcomes that enhance performance, compliance, systems integration and adoption. Her consulting experience includes work with TymeDigital, Sound Mining PMDE, Malawi TVETA, YES, and DICLA Farming. She also led business enablement for MTN's ERP implementation across 8 countries in Africa.