OCS: Keeping Connected

OCS is moving full speed ahead. Over 100 staff members from IRRI, CIP , WorldFish, Africa Rice, ICARDA, ICRAF and ILRI including system builders, process owners and key business users are working with Unit4[1]   consultants in completing localization designs, the build, planning end-user training or starting user acceptance testing. The final three centers Bioversity, CIAT and the Consortium build teams have begun to receive training in Rome, this training will continue in Cali in early 2013.

As the implementation of OCS moves forward, change management activities are getting increasing attention from implementation teams as improved ways of working drive fundamental changes in the those centers who are taking on OCS.

IRRI

Localization activities were finished at headquarters. Integrated system testing and test script development started in early November and user acceptance testing is underway. User acceptance testing will involve over 50 staff members. End-user training has been scheduled to start in December by using a mix of Highpoint (the training provider contracted by the OCS Steering Committee) and IRRI trainers for staff in finance, human resources, and project management. All other staff will be trained through self-paced e-learning courses using the Learning Management System designed for OCS. IRRI has set its go live date for January 2013.

A total of 14 group briefings on OCS were conducted by Norman Macdonald, DDG of Management Services. Staff received an OCS systems demonstration and staff became aware on how OCS will facilitate and impact their work.

CIP

The implementation team completed key design documents for procurement, recruitment and budget. Substantial progress has been achieved in the localization design of absence management in the human resources module, inventory, time sheets, internal trading, project costing and billing, and invoicing. End-user training planning has started with end user training delivery scheduled for January 2013 in Lima, Peru. CIP plans to use its own internal Intranet to support delivery. CIP plans to go live in February 2013.

A workshop on "Leading Strategic Change with OCS" was developed for builders, process owners and key system users as part of CIP's change management activities in order to discuss implementation and strengthened team work. CIP has started an organizational impact assessment to anticipate the changes that are being driven by OCS.

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[1] Unit 4 is the vendor company that provided Agresso Business World, the software used to develop OCS.

WorldFish

Localization design is accelerating at WorldFish. The team completed the resource management build, and is now focused on finishing the definition of workflows, devising mechanisms for decentralizing work, reviewing the internal approvals matrix, developing key reports, and refining the testing, training, and roll out plans. WorldFish plans to go live in mid April 2013.

In October, WorldFish posted staff members for several weeks at IRRI to work together and support the OCS build. Important lessons were learned that will speed up the implementation at WorldFish.

Considerable effort has been placed in bringing the WorldFish country and regional offices on board with change management and team building activities. Workshops have been conducted at headquarters and key country offices to explain the main operational changes that are taking place, the importance of OCS, and encourage buy-in. In late November, a final workshop with business managers from all regions will take place in Penang to sign off on key business processes and approval flows, to start discussing critical operational policies, and refine the next stages in the implementation plan.

OCS Phase II

The Phase II Centers, ICARDA, AfricaRice, World Agroforestry, and ILRI came together in Nairobi on the 1st October to engage in three months of joint localization. The four centers aim at creating a single localization design, which would allow for a reduction in implementation and reduced costs. 18 staff members will continue working together until 14th December.

The group has divided the work in three work streams: projects, human resources, and finance. When provided access to the OCS environments, the Phase II builders started a thorough review and gap analysis of the base build, comparing it with the System Design Document and localization requirements. The team is now continuing the training process, creating their localization design, documenting and building their localized clients, and continually communicating on solutions and issues within the work stream groups.

OCS Phase III

OCS Phase III system build training is taking place from Nov 5-30, 2012 in Bioversity International. Twenty-two staff members from Bioversity, CIAT, the CGIAR Consortium Office and WorldFish started training sessions. Technical training for Phase III centers is scheduled for Jan 2013 at CIAT HQ in Cali, Colombia.

Operations Support Unit

The Operation Support Unit (OSU) is working with CGNET and experimenting with the viability of adopting single sign-on to Agresso Business World (software platform) within the existing active directory (AD) model. If the testing is successful then OCS will adopt the current method used within the CGNET AD model; if not the OSU will re-assess single sign-on strategies and investigate the best possible alternative methods.

OSU has worked with Unit4 to expand the "Olympic Rings" environments to host multiple instances of migration, user acceptance testing, and end user training platforms. Also, Citrix and Microsoft Terminal Server licenses have been obtained and are being installed to support the live system.

As operational support has to be fully functional in 2013 to assist centers on a global scale, recruitment has started to fill key staff positions. Most of the recruits will come on board next year, a number of them as part time assignments from OCS center staff.

End-User Training

A training data base has been created and hosted on Amazon to support end-user training. The initial challenges of obtaining a good set of data for training have been resolved. IRRI has been generous in providing a coherent and relevant data set for end-user training.

Highpoint is finalizing creation of training materials and the list of training courses syllabuses' is available on the OCS site at *OCS End-User Training course syllabus*. The site includes a description of each course, delivery method and course duration which is key for Centers to understand which people need to take which courses and facilitate the preparation of the classroom course delivery schedule.

UNIT4 Consultants

UNIT4 have increased the number of consultants on the OCS project and now have 10 consultants supporting the OCS localizations. OCS has recruited Rob Cherry, an ex UNIT4 consultant to assist the OCS builders and to act as the solutions architect within the OCS team.

For more information on OCS design and implementation visit the *OCS website*.