

Credit Management System Implementation

Business Change Planning - Multinational Energy Trader

The Challenge

To ensure that all people and process aspects surrounding the implementation of a new credit management system and processes were adequately addressed.

Outcome

The business change manager is working with the project plan towards the roll-out later in 2008. The stakeholders from the business and transformation directorate are fully committed to the plan and ensuring success.

SkillSet Approach

Our client was undergoing a phased programme to introduce a new credit management system. Having completed production proving the next step was to roll it out to traders and credit managers.

SkillSet was engaged to prepare a comprehensive business change plan to define the activities required to ensure that the business was full engaged and ready to use the system at go-live. We held interviews with key stakeholders and project team members and reviewed project documentation before preparing the change plan and presentation. We also prepared a work breakdown structure and schedule with detailed estimates of the duration and effort required to complete the activities.

The business change management plan contained several sections:

- **Business change planning and business readiness**
- **Stakeholder engagement and communication**
- **Benefits – measurement and management**
- **Business process engineering**
- **Data quality assurance**
- **Organisation design**
- **Training**
- **User Acceptance Testing (UAT)**