Train the Trainer

R2T3 v2.0 2000

MODULE 1: What is ERPsim?

Introduction to ERPsim (GUY)

Introduction to Baton:

* Today, successful organizations are ones that adapt quickly in the market. Such agility requires leaders with the strategies and the means to make rapid change a core competency.
* Our raison d’être is to help these leaders realize their visions for digital transformation with powerful solutions that enable rapid change at each stage of the journey. Established in 2009, Baton has deep roots in organizational change management (OCM) and learning innovations based on business software like SAP ERP. As experts in OCM, we know software doesn’t solve business problems—people do.
* Our solutions ERPsim™, DAS, and DAS Language Localizer, help leaders manage the people side of the equation while leveraging the technology side through faster adoption and better collaboration and communication across global organizations. Based in Montreal, Quebec, we serve customers in more than 40 countries, on every continent, directly and through our elite channel partner network of systems integrators, training consultancies, and software vendors.

Introduction to the training:

* Our intentions are to provide accessible, affordable and learner specific training and development materials for the certification of future ERPsim™ instructors.
* Through live, scheduled interaction with ERPsim™ experts, self-administered assessments and self-paced virtual training, participants are exposed to the ERPsim™ environment as well as fundamental aspects of business processes and instruction.
* Our Training consists of Self-paced guided instruction delivered through a series of 23 annotated videos spread over 8 modules, facilitated by the experts at Baton
* Access to a monthly, instructor-led webinar where we will review material, answer questions and discuss ERPsim updates
* Access to a practice space (live SAP Fiori Launchpad)
* There are a number of ‘checkpoints’ embedded within the overall course design. Quizzes/Assignments will be administered at the end of each module. A passing grade of 60% is required on the module assessments to be able to qualify for the final exam.
* To be certified as an ERPsim™ trainer, you are required to complete all eight modules and associated assessments of this training program,. These modules include:
	1. Introduction to ERPsim: An overview of what ERPsim is and what you will face during this remote training.
	2. Exploring the SAP Fiori Launchpad: An overview of the SAP Fiori Lanuchpad and it’s most salient features.
	3. Exploring Baton’s Instructor Portal & Game Controller: Exploring the resources you will be using to plan for and deliver sessions.
	4. Overview of ERPsim Distribution: A deep dive into our water bottle scenario.
	5. Overview of ERPsim Manufacturing: An in depth look at our Muesli scenario
	6. Overview of ERPsim Public Sector: A thorough overview of our disaster relief scenario.
	7. Debriefing ERPsim: How to leverage ERPsim and strategizing simulation outcomes
	8. How to Conduct Virtual ERPsim sessions (using Zoom): A how to for delivering remote ERPsim sessions so you can reach a wider audience.

Learning Objectives:

* By the end of the RTTT course, certified trainers will be able to:
	+ Request, administrate and facilitate ERPsim™ training sessions and events.
	+ Design and develop effective training sessions.
	+ Describe and model the business processes of ERPsim™.

Overview of ERPsim

* ERPsim is a business simulation that runs on a live SAP ERP system. In a fast-paced environment, participants must optimize decisions by sharing information and collaborating using ERP. Participants gain more than just an appreciation of enterprise software—they also witness the impact on company performance of communicating and collaborating up- and downstream in an end-to-end process.

Background and evolution of ERPsim:

Invention

Academic use

Commercial use

Previous versions & interface

Quick Sneak peek, the future of ERPsim, scenarios, website ...

How is ERPsim used?

Promote experiential learning within your organization and engage your colleagues and employees through:

* Real-world problems. since ERPsim leverages cognitive learning through experience. Participants solve real-world business problems in a safe environment that encourages them to experiment and learn from their successes and mistakes, individually and as a team.
* Guided realization. Each simulation concludes with a debrief in which participants reflect on their decision-making thinking and behavior and the impact on outcomes, with the help of the instructor. This vital process clarifies learning points that emerged during the simulation and helps participants, regardless of how they performed, understand the factors that determine performance.
* All the while, promoting interaction with a live SAP S/4HANA with Fiori interface. All our simulations are run on live SAP S/4HANA, with the Fiori interface. Whether your goal is to familiarize participants with process integration or showcase S/4HANA, nothing beats working in a live system with powerful real-time analytics to support informed decisions.

Available ERPsim scenarios

* ERPsim is available in a number of different scenarios, with varying outcomes. Choose the simulations to suit your business application.
* Our DISTRIBUTION simulation is for teams engaged in the purchase and sale of products. Also known as ERPWater, it acts as a dynamic introduction to ERP and can be completed in under 3 hours. Using a select set of transactions and reports, participants manage purchasing and sales of bottled water products in a volatile market. This simulation is impactful with executives and end users in retail and distribution.
* Also within our distribution repertoire is our ERPsim™ Snacks skin. This latest addition to the ERPsim lineup, ERPsim Snacks empowers users with rich analytics in the Fiori interface as they distribute healthy snacks.
* Our MANUFACTURING simulation is for teams integrating planning, procurement, manufacturing, marketing, sales, and finance. Also known as ERPMuesli, participants manage the cash-to-cash cycle of a manufacturing company, including planning, procurement, manufacturing, sales, marketing, and finance. To achieve optimal results in this fast-paced scenario, teams must collaborate using analytics to capture market share. Available as a half-day or full-day session.
* And finally, our PUBLIC SECTOR scenario is for teams managing public funds to address meaningful challenges and improve the lives of citizens. Also known as Disaster Relief, participants can experience funds and budget management, procurement, spending and monitoring of program effectiveness in a generic public sector process. Applicable to public sector organizations, universities, hospitals, and defense organizations as a half-day or full-day session

Uses of ERPsim

* Telling people the value of ERP and end-to-end-process integration isn’t nearly as effective as inviting them to see for themselves. Participants collaborate to solve real-world business problems, learning to use the system in a realistic business environment.
* ERPsim provides the ”Aha!” moments that make people support digital transformation and embrace enterprise software, especially in SAP S/4HANA implementation or upgrade.
* Keep your initiative moving forward by having multiple teams participate as needed. Revitalize support for digital transformation by running ERPsim to help people understand why it matters.

Target audiences

* There is no distinct target audience for ERPsim. It is delivered globally to front line employees and C Level executives alike.

Success stories

* Consultants and software vendors alike find ERPsim beneficial in communicating the value of SAP and advancing their work with clients at all stages of the digital transformation journey. But don’t take our word for it, here’s a sample of what they say.
* Also, delighted customers are the best proof of success. Baton’s customers around the world, in a range of industry sectors, benefit from ERPsim in their digital transformations. Here are a few of the most memorable quotes.

Common Objections

* As with all successful products, we sometimes hear of objections to the use of ERPsim. For example, misalignment of scenarios with the organizations actual practices is a common objection. Though noted, it is important to keep the bigger picture in mind. Though not all organizations distribute water, those involved in sales, may benefit from hands-on interaction with pricing and inventory in SAP. The specifics may be different, but the overall purpose, of experience SAP S/4HANHA remains the same.
* It’s also been mentioned that our simulations are over-simplified. Again, it’s the experience that counts, and not just of using SAP in a fast-paced environment, but also of communicating and collaborating with peers who may, or may not, be part of your day to day routine.
* It’s not the real SAP. Well, this is one we’ve heard before. All we can say, is yes, yes it is. It’s a live SAP system, in a simulate business environment. To top it all off, we are usually ahead of the upgrade curve as well and have routinely integrated new versions and updates so you can experience what SAP, and ERPsim, have to offer.

*Architecture of the Simulation Engine (SEB SCRIPT)*

*Script set-up*

*SAP Transactions*

*Transaction Automation*

*Accelerated time*

Site Prep Guide & Technical Requirements (Browser/Wifi Setup)

* As always, for detailed instructions, go ahead and review the resources found in the instructor portal. As a quick summary, when preparing for ERPsim sessions, keep the following in mind:
	+ With classroom delivery, it is important to keep in mind that:
		- ERPsim is designed as a team event. A good room layout will facilitate good communication within each team, while providing some level of “private” team conversations.
		- When possible, arrange the room “café style”, using small squares or round tables which give up to 4 participants adequate space, and maximum opportunity for conversation.
		- For traditional classroom style arrangements, try to arrange the space to maximize team conversations and provide some space between teams.
		- Plan for a big screen or a projector to show the participants your screen. This will be needed when you want to demo how to do a transaction or to show the end of round result.
		- You may want something like a white board or a flip chart to be able to write on additional information or instructions.
	+ Wifi
		- ERPsim events require good internet access and adequate bandwidth for participants and facilitator.
		- Network bandwidth requirements for the duration of the game is similar to that of heavy web browsing or high-quality video streaming, we recommend at least 40 Mbps of bandwidth for every 30 attendees.
	+ Computers
		- System access through corporate firewalls **MUST** be tested prior to the event. Failing to test the firewalls at the location could cause major disruptions in your event schedule and could possibly lead to the cancellation of your event. Firewall issues are usually easy to fix but may require time in corporate environments. SAP system access requires your corporate firewall to allow connections to hosting servers on TCP/IP port 8080 (for the ERPsim™ administration console)
		- Though our simulations are web-based, devices which do not have adequate processing power and memory may have performance problems (e.g. long load times). Processor: 2.3 GHz minimum, 2.5 GHz recommended. Memory: 6 GB RAM minimum, 8 GM RAM recommended.
		- Remember to always keep your participants in mind. All participants need to have access to a computer and its power supply. For simulations on Fiori, iPads are also acceptable, but not necessarily recommended since it is harder to navigate.
		- Each device must have access to the latest version Internet Explorer, Safari, or Chrome. *Please refer to our* Fiori Web Browser Cheat Sheet, for more details on compatibility.
		- Participants should understand in advance that they are expected to participate for the entire session. Coming late is not an option, as many important concepts are presented in the first hour.
		- “Stopping by for a half hour” is of little value and may be disruptive to the other attendees. If someone is going to participate, they should do so for the fully allocated time. If a participant needs to leave for a short time or needs to leave early they should inform the facilitator and their team.
		- ERPsim is not designed as a spectator event. Watching others engage in the simulation is neither highly interesting nor valuable. If someone wants to attend as a spectator, encourage them to engage as a participant. They will learn a great deal more about the simulation.
		- Some participants, particularly in corporate settings, assume that they will be using their own SAP system or that the subject of the simulation will be industry specific. It is important to set expectations accurately. Most participants appreciate knowing in advance the objective of the event as defined by the project owner or stakeholder.
	+ Zoom
		- Using common web-conferencing software, real-time virtual delivery allows your organization to conduct scheduled ERPsim sessions, bringing instructors and participants online at a pre-determined time. We find a virtual, live, interactive environment is better at replicating our engaging and competitive in-person delivery.
		- We have an entire module, module 8, devoted to proceduralizing virtual ERPsim sessions.
	+ Instructor Portal Resources
		- Once again, you can find a slew of resources on the instructor portal. Take some time to review the materials found there, specifically:
			* The Instructor guide: your go to manual for everything and anything about delivering ERPsim.
			* The site prep guide. A detailed explanation of how to go about preparing for live, in-person classroom sessions.
			* The instructor presentation material. Instructional slides which will certainly help you deliver ERPsim. Everything you need for your first few sessions.