Script: Conducting Virtual ERPsim sessions (using Zoom)

Welcome to your next module, delivering Virtual ERPsim.

Did you know, in 2 to 3 hours, and using common web-conferencing software, you can deliver real-time virtual ERPsim sessions?

**To help you do so, this module focuses on:**

* 1. How to Prepare for Virtual Sessions
  2. How to use Zoom and other web conferencing software and
  3. How to Manage Meetings, Participants & Coaches
  4. And some tips and tricks which may help with your delivery.

Let’s start with, how to Prepare for Virtual Sessions

First you must Select a Scenario

Though you can probably use any scenario for a virtual session, for beginners we recommend the use of ERPsim Distribution Standard, which has 3 rounds of 20 minutes. It will take approximately 2 to 3 hours to conduct a distribution standard simulation.

How about the required technologies?

* As a baseline, you will need to make sure you have access to:
  + Computers, loaded with recommended web-browsers, Google Chrome, Edge or Safari being our main choices. See our web browser cheat sheet for more information.
  + You will also need online web-conferencing software. We recommend the use of Zoom (https://zoom.us/) because of the easy to use interface and features
  + As well as a Microphone and webcam

To help your participants during the simulation, we recommend highlighting DAS. Our integrated in-game Help, found directly in the ERPsim launchpad, helps participants complete tasks, interpret KPIs and manage their overall performance.

Be sure to mention the following:

* Frequently asked questions which provide answers to common questions such as, “What should we do before the simulation starts? “Why am I not making sales?” and “How much should I invest in marketing?”
* Right-click help: Right-clicking applications launches workflows for transactions and KPIs. Step-by-step instructions guiding participants through their role.
* Notifications which Indicate when actions are required, for example, low inventory.
* And the process flow which provides participants with and end-to-end overview of the business brocesses embedded in the simulation.

Now let’s start looking at planning for your session.

Two weeks prior to your scheduled session we recommend:

* Confirming the delivery date with your customer
* Contacting Baton and requesting a system
* And Sending a meeting invite to all participants with Zoom links and any attachments (the one pager or job aid). Be sure to mention requirements (for example, having a webcam, joining to the meeting using PC audio, the importance of a stable internet connection and the use of Google Chrome or Safari as a web-browser)

Four days before your scheduled session you will receive system access.

Take this time to practice using ERPsim, the game controller and Zoom.

The day before your session you should consider having a dry run with your instructional team to review the agenda for your session, main session objectives, roles (who will be the producer, instructor and breakout room coaches) as well as to construct a timeline.

The day of your session you should log onto ERPsim and the game controller a few hours before your scheduled session to test your connection. Also, consider pre-configuring the game controller with the selected scenario, the tentative number of teams and so on. Use the “Auto Logon Links” button at the bottom of the game controller screen to access the team URLs, which you will share with participants.

How would you then prepare for your role? Either as a Producer, Instructor or Break Out room Coach

It’s important to remember, your job is to be the instructor for the session. Given your comfort using Zoom and ERPsim, you may need to recruit helpers for your session. As an instructor your responsible for delivering content and running the simulation using the game controller. If you are less familiar with a specific scenario, you may want to find a more experienced instructor to assist you as virtual sessions require more responsibilities than regular onsite sessions.

For your instructional team, to help you deliver, we recommend

* A Zoom Producer (so the Zoom host): The role of the producer is to manage the Zoom meeting. The main responsibility is to ensure the efficient transition from the main meeting room (where all participants gather for instructions and discussion) and Zoom’s breakout rooms (private spaces where participants will play the simulation). The producer will also be creating the breakout room teams and will be the only person in the meeting who can control where and when to send instructors or coaches to the breakout rooms. This person does not need to be a certified instructor, but having an idea of how an ERPsim session flows will be beneficial.
* You will also most likely need, breakout room coaches: Coaches are those who will help teams when they are in their breakout rooms. For example, if participants have questions and ask for help using the built-in Zoom feature, the producer can send a facilitator to provide assistance. This will be helpful when you have large sessions or when you have sessions with mixed customers. The coaches should have some knowledge of ERPsim to allow them to answer most participant inquiries. Having a dry run with the coaches (and hosts), and making them play as participants, could be a good way to help them prepare.

We recommend finalizing your instructional teams well in advance to ensure they are comfortable with their assigned role.

Also, create a timeline for your event and detail the time required for:

* Participants to connect and get settled (turn on webcams and mute microphones)
* To review instructional material (instructor slides), the ERPsim launchpad and to highlight ERPsim participant roles and tasks
* To Review the Zoom interface
* To Create and disseminate groups into breakout rooms and get everyone successfully logged into their ERPsim launchpad (use your coaches!)

Within your timeline, also consider including when you will be pausing the simulation (round/day) to connect with participants (when to debrief between and at the end of each round).

Also, try to Finalize the list of attendees well in advance and get commitment for attendance

Creating this timeline would be helpful all involved, so they can keep track of what needs to be done during the simulation. Keep in mind virtual sessions are surrounded by outside distractions so keeping your participants engaged is quite important!

Regarding length of the sim, you can always choose how many rounds your group will play, as well as the duration of the rounds. Sample schedules are provided for each scenario in the Instructor Guide, Appendix 2, so take a look. You are not limited to these configurations feel free to arrange the game to fit your needs.

Now that we have reviewed ERPsim planning and management, let’s look at using Zoom.

Your instructional team consists of an ERPsim Instructor (hopefully you!), a Zoom producer and the breakout room coaches. Let’s look at the responsibilities of each:

* As an ERPsim Instructor (Zoom role of Co-host): You will deliver the ERPsim simulation context and instructional content. You will manage the simulation using the game controller, which involves configuring simulation settings, starting and pausing the simulation, land leading meaningful debriefs per round and at the end of the session
* The Zoom Producer (Zoom role of Host) will Manage participants (muting microphones, assigning breakout rooms) and troubleshoot Zoom.
* The Zoom Breakout Room Facilitator (the Zoom role of Participant) will Help participants when they are in their breakout rooms. We recommend sending coaches into rooms only when needed.

Moving into specifics about using Zoom, What each role will see, toolbars and so on

Breakout Room rules

As for breakout room rules, we recommend the following:

* Participants should enable their webcams and microphones
* When groups are assigning roles, remind them they will need someone responsible for pricing, marketing, procurement and financials. It’s also a good idea to elect a leader who can manage the varying roles and responsibilities.
* It’s important that participants don’t share their screen and work through one collective Fiori Launchpad. Each individual should be working on their own Launchpad completing the tasks assigned to their role.
* And If they need help, they should be encouraged to use Zoom’s ask for help feature.

As a Zoom host, when you click the Breakout Rooms button on the toolbar, you will see the following pop up box.

Enter the number of rooms required and choose “Manually” if you would like to assign specific participants to specific rooms.

If not, choose “Automatically” to randomly assign participants to rooms (this is best for large groups or sessions without pre-determined teams).

After Creating Breakout Rooms, you will see the following configuration window, within which you should:

* Change the Breakout Room names to the assigned ERPsim Teams (TEAM A, TEAM B, TEAM C, …)
* Assign at least 3 participants per team using the Assign button
* Ensure that the first, second and third checkboxes under options are checked (as in the image)
* And enter 10 seconds for your countdown timer.

Once configured, select Open All Rooms to activate your breakout rooms.

When breakout rooms are active, you can use the broadcast function to send messages to participants in the breakout rooms.

When you want participants to return to the main session, choose Close All Rooms (participants will be asked to join the main room or forced back to the main room after 10 seconds).

To re-open breakout rooms from the main room, simply select the breakout room button on the toolbar and choose Open All Rooms. Your previous configuration and assigned groups will be saved.

How do we recommend you Manage Meetings, Participants & Coaches

First, Prepare the helpers.

The day before your session you should consider having a dry run with your instructional team to review the agenda for your session, main session objectives and their respective roles (instructor, producer, breakout room coaches).

Remember, given your comfort using Zoom and ERPsim, you may need to recruit helpers for your session. As an instructor your responsible for delivering content and running the simulation using the game controller. If you are less familiar with a specific scenario, you may want to find a more experienced instructor to assist you as virtual sessions requires more responsibilities than regular onsite sessions.

Tips and tricks

Zoom Tips

When creating your Zoom meeting invite, we recommend not using the “waiting room” feature.

Remember to manually MUTE all participants (if they are not already muted). Unmuted participants can be very distracting.

If you are multiple presenters, hosts can ‘give control’ of their screen to another host or participant. To do so simply use the following feature in zoom.

While there is a broadcast option in the breakout rooms, it is likely that people are no longer looking at their breakout screen and more so at their ERPsim Fiori launchpad. Use the system messaging feature in the game controller to broadcast messages to the participants’ Fiori launchpad.

It may be a good idea to create a specific breakout room for your coaches. It makes it easier to bring them back to the main room when need be.

If you do not see specific options, such as the Breakout Rooms button on your host toolbar, go to zoom.us and adjust your profile settings. There are a number of features which you can configure in your Zoom account.

It’s always ideal to have a structured debrief. Consider creating an interactive survey at the end, it helps to collect feedback and you can leverage participant comments as you work through the benefits and uses of the simulation. Qualtrics and Mentimeter have some great options and are easy to use, offering quick and simple solutions which help make the feedback collected visually appealing.

When communicating with Participants, we recommend:

Using shared calendar and/or calendar invites to ensure participants are aware of when the scheduled session will take place. Calendar invites also inform you of who has accepted the invitation.

And

Use emails to send specific instructions. Include connection details (the Zoom meeting link) and pertinent information (for example the session objectives and eply dates) or additional resources (like the web browser cheat sheet and jobaids).

Technical Considerations

ERPsim, by nature, is readily available for a distance setting, as the simulator and the SAP system are hosted on SAP servers. Therefore, the minimal requirements for in-person ERPsim delivery still apply. Extra care should be given to network capabilities and bandwidth, the web-conferencing system and testing access to SAP.

While most in-person simulations have access to robust WiFi networks, participants might not have the best network available at their current location. Participants should make sure to have as few devices connected to their network at all times during the event for example disconnecting their phone from WiFi, preventing software updates in the background, avoiding consuming online content not related to the session and so on.

And there you have it, you have successfully reviewed the material for module 8. AS for next steps, we recommend you review the essential material for the sessions you want to deliver.

That involves going to the instructor portal and looking at the instructor guide and the instructor presentations found there.

Also try practicing with a few low risk colleagues or friends,. So you can get a handle on navitgating the various technologies you have to use and the get accustomed to the delivery approach.

Finally don’t forget to complete the module 8 quiz.