IT TRANSFER LOUNGE

#ITtransferlounge

IT TRANSFER LOUNGE

Microsoft

27-Sep-2022

Essential Skills for ERP Consultants

Trevin Nimaladasa

Agenda

Introductions (5 mins)

Quick Recap (5 mins)

Interactive Session (5 mins)

ABCs of Consulting (10 mins)

ERP Consultant Skills (15 mins)

Questions & Actions (10 mins)

Trevin Nimaladasa

Microsoft Certified Biz Apps Consultant

Multi-ERP Project and Team Leader

Former Head of ERP @ Microsoft Gold Partner

Consulting Business Analyst for an ASX Top 15

BizApps, ITSM & Agile Enthusiast

IT TRANSFER LOUNGE

IT TRANSFER LOUNGE

#ITtransferlounge

It's not what you know but who you know

Proverb

Recap from last session

Career in IT : Unlocking the value of Microsoft Technologies
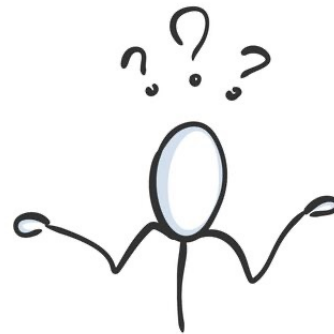
Career in IT, Unlocking Value (Julia)

Why?

- Money $$$
- ~~Accounting~~ Automation
- Always New & Evolving
- New Career

Why Not?

- compete with the best
- rising and only started
- Gotta keep up!
- Start from the bottom?

How? (Recipe)

- ~~College~~ Education
- Mentors & Connections
- Recruiters
- Direct Sale

Money $$$

Automation

The Benefits
of Digital Process Automation

Reduced Labor Costs
After the initial cost to purchase the appropriate technology companies often realize a significant reduction in labor costs.

Time to Focus on Other Efforts
Digital Process Automation helps companies use technology to achieve tasks, which frees up time to focus on other important efforts regarding business growth.

Reduced Human Errors
Human errors are bound to occur when tasks are automated with some statistics estimating that a person makes 10 errors out of every 100 steps, but Digital Process Automation helps to avoid errors altogether because a computer.

Improved Productivity
Digital Process Automation helps companies perform the same task at a faster rate, which menas that companies are able to perform the same tasks with less errors ata a faster rate.

Easier to Change Size
While companies who must hire or terminate employees have a much longer time changing size, Digital Process Automation helps companies to change size much more quickly.

Integration
Many business trends are inching towards collaboration between all aspects of a company. From sales to marketing services. Dogotal Process Automation helps companies to begin the process of integrating verious company functions.

Improved Data
Digital Process Automation helps companies perform more efficient operations which results in more accurated data. As a result companies who use Digital Process Automation are more likely to obtain better results to study for analytics.

Industrial Revolution

"Too slow! I'll do it! Go home!"

Information Revolution
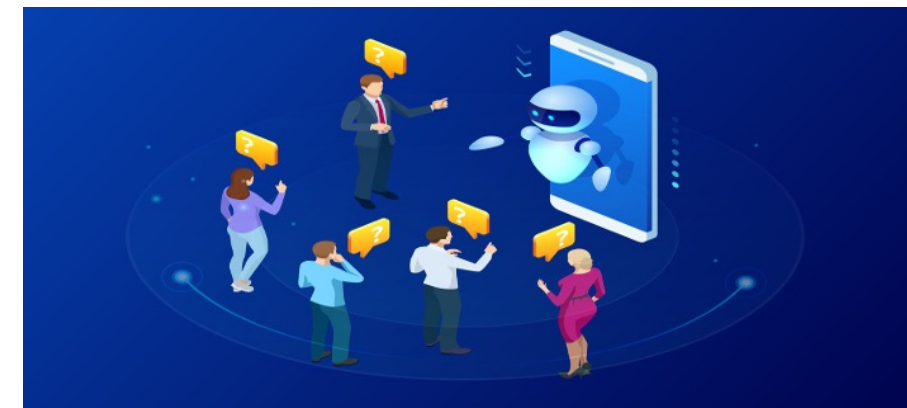
Always Evolving & New Career

Change is the only constant.

HERACLITUS

"It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is most adaptable to change".

Charles Darwin
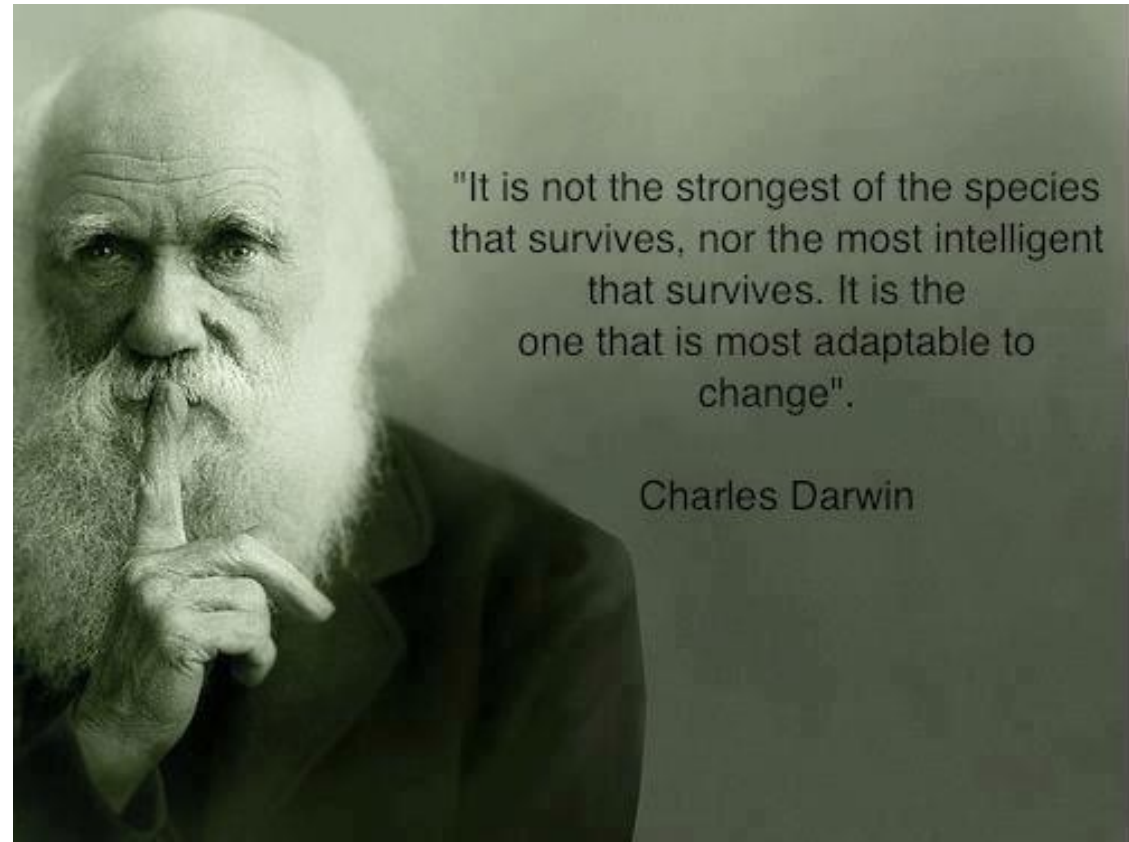
Today's Topic

Essential Skills for ERP Consultants to move your career forward

WHO is an ERP Consultant?

Join at
slido.com
#1097 930

Focus on

- Personalities
- Characteristics
- Qualities
- Identities
- Attributes

Don't mention

- Designations
- Individuals
- Skills
- Technologies
- ERP Software

The ABC's of Consulting

Essential Skills for ERP Consultants to move your career forward

ABCs of ERP Consulting & Why

Agile Mindset

- Adaptability to change
- Quick, Tangible Results
- Attention to Quality
- Collaboration & Transparency

Embracing the Mindset

Less visible - more powerful / More visible - less powerful

Mindset / Values / Principles / Practices / Tools and Processes

Move towards learning organisation / Requires structural and cultural change / Can be adopted in command and control

Business Acumen

- Business Problems
- Purposeful Solutions
- Budget Constraints
- Roadmaps Alignment

Enterprise Value Mindset / GM Thinking / Functional Business Savvy / Financial Literacy

Creative Thinking

- Unprecedented events
- Promotes Innovation
- Multi-Perspective
- Problem Solving

CREATIVE PROCESS / RESEARCH / INSPIRATION / DESIGN / VISION & IDEAS / THINKING / BRAIN STORM
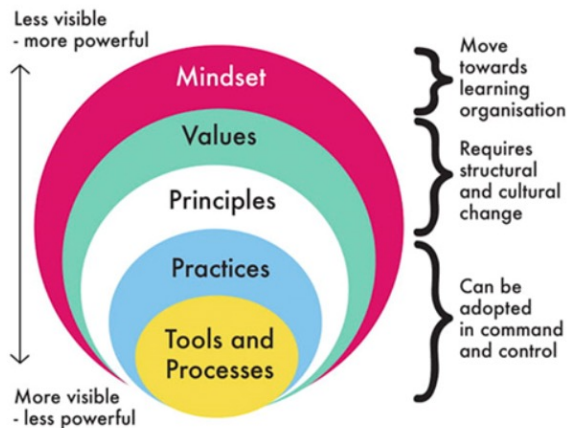
Agile Mindset

a thought process that involves understanding, collaborating, learning, and staying flexible to achieve high-performing results. This way of thinking helps teams adapt to change, rather than struggle around it. - Atlassian

What it isn't

Jira or Trello

Scrum or Kanban

What it is

Tools

- [Cultivating an agile mindset | Atlassian](#)

- [Jira tutorials: Learn agile with Jira Software | Atlassian Jira Tutorials](#)

DOING AGILE   BEING AGILE

SCRUM   BUSINESS VALUE

KANBAN   INCREMENTAL

SAFe   ITERATIVE

EXTREME
PROGRAMMING   COLLABORATIVE

...   CONTINUOUS
                                IMPROVEMENT

Business Acumen

also known as business savviness, business sense and business understanding is **keenness and quickness in understanding and dealing with a business situation in a manner that is likely to lead to a good outcome** - Wikipedia

What it doesn't take

An MBA or Business Degree

Years of experience

Business Ownership

Holding Senior Positions

The elements

✓ Planning

✓ Operations (system)

✓ Finance

✓ Strategy

Tools

- [Developing business acumen | Software Architect's Handbook (packtpub.com)](#)

- [Business Acumen for the 21st Century (bts.company)](#)

Strategies [How to Develop Strong Business Acumen: A 2022 Guide (fool.com)](#)

1. Understand the business model – learn unfamiliar areas, know the strategies

2. Learn the Financials – track key stats

3. Seek Education – specific to the skills you wish to acquire

4. Listen to Customers – qualitative & quantitative research

Venn diagram with three overlapping circles labeled Business, User, and System.
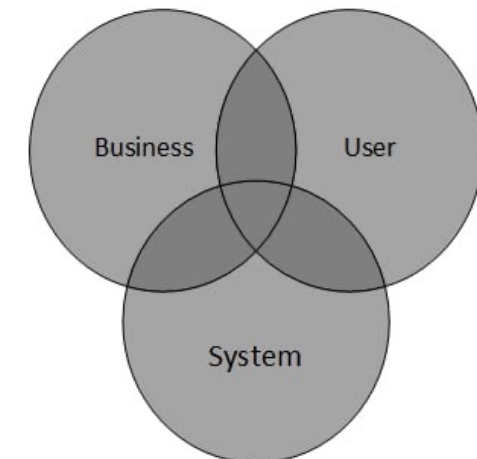
Creative Thinking

intentionally gaining new insights and different ideas through existing information involves tapping into different styles of thinking and examining information from different viewpoints to see new pattern. Anyone can foster a creative mind with some practice! - betterup.com

What it doesn't take
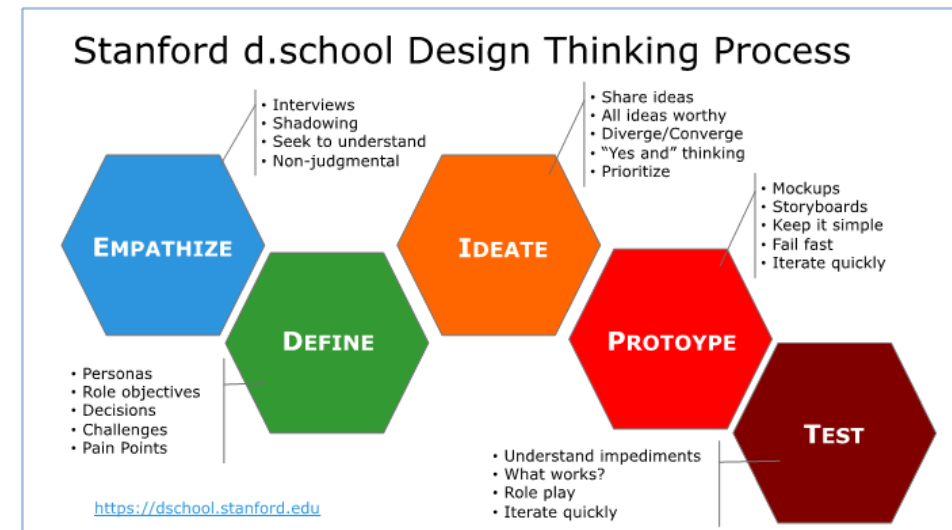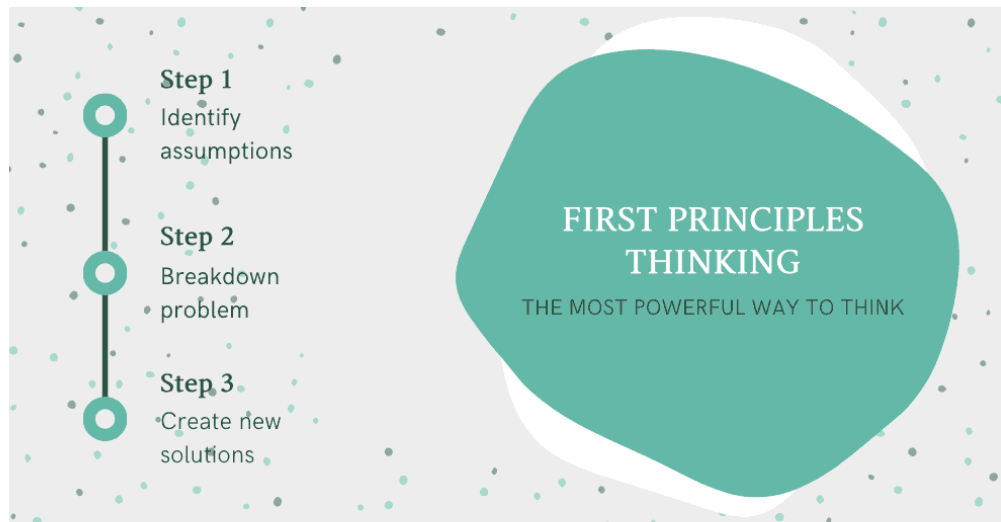
Being a Genius

Being ORIGINAL (yes!)

Being an artist 🎨 guitarist 🎸 architect or designer

Creativity in Consulting

✓ Finding Automation Opportunities

✓ Going Beyond Best Practice

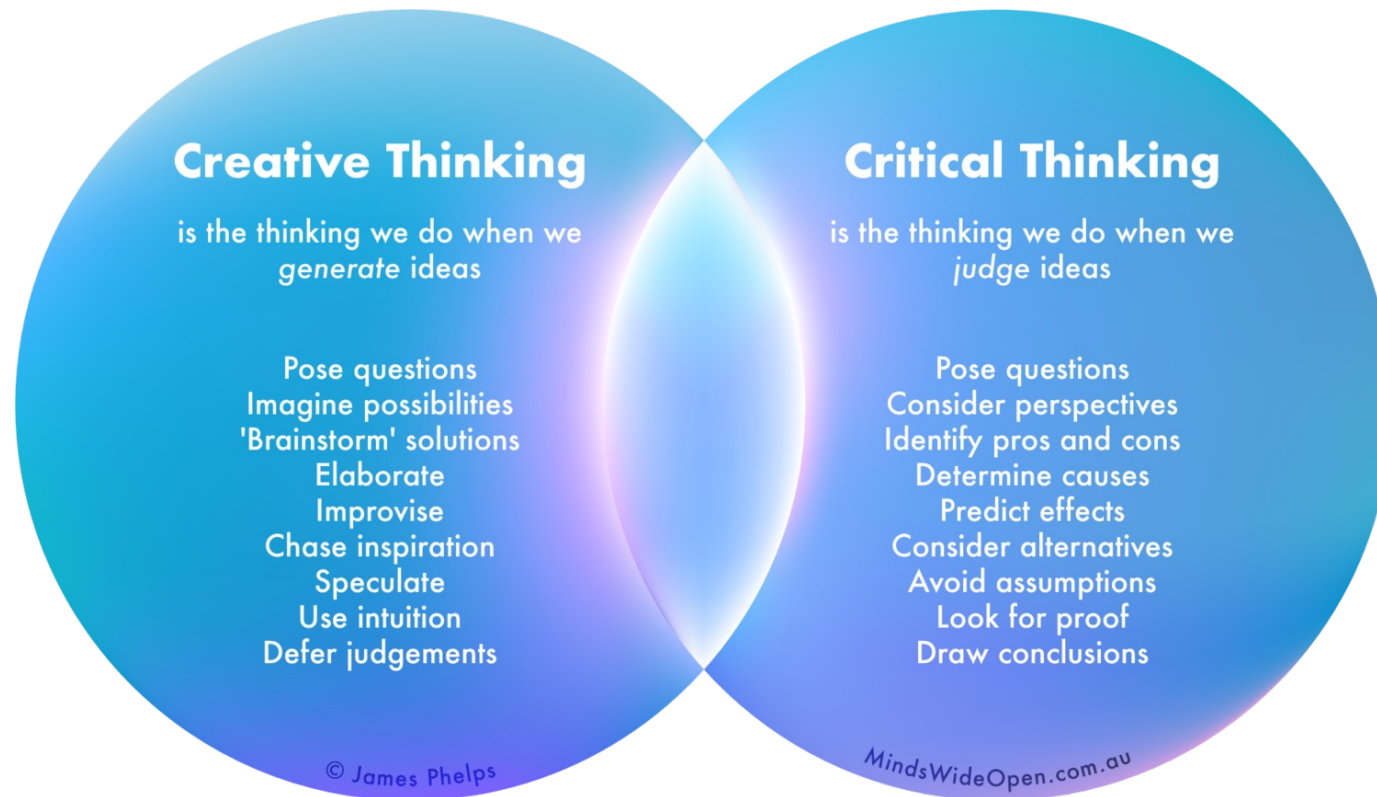✓ Experimental Side Projects that turn into Great Products

Tools

▪ Smart Subtraction

▪ Design Thinking

▪ First principles

Step 1 — Identify assumptions

Step 2 — Breakdown problem

Step 3 — Create new solutions

FIRST PRINCIPLES THINKING
THE MOST POWERFUL WAY TO THINK

Stanford d.school Design Thinking Process

EMPATHIZE
- Interviews
- Shadowing
- Seek to understand
- Non-judgmental

DEFINE
- Personas
- Role objectives
- Decisions
- Challenges
- Pain Points

IDEATE
- Share ideas
- All ideas worthy
- Diverge/Converge
- "Yes and" thinking
- Prioritize

PROTOYPE
- Mockups
- Storyboards
- Keep it simple
- Fail fast
- Iterate quickly

TEST
- Understand impediments
- What works?
- Role play
- Iterate quickly

https://dschool.stanford.edu

Critical Thinking

the objective analysis and evaluation of an issue in order to form a judgement
- Oxford Dictionary

Creative Thinking

is the thinking we do when we *generate* ideas

Pose questions
Imagine possibilities
'Brainstorm' solutions
Elaborate
Improvise
Chase inspiration
Speculate
Use intuition
Defer judgements

© James Phelps

Critical Thinking

is the thinking we do when we *judge* ideas

Pose questions
Consider perspectives
Identify pros and cons
Determine causes
Predict effects
Consider alternatives
Avoid assumptions
Look for proof
Draw conclusions

MindsWideOpen.com.au

ADVANTAGES OF DEVELOPING CRITICAL THINKING SKILLS

Lifetime Skill

Key to Career Success

Broad range of cognitive learnings

Improves relationships

Enhances Creativity

Other valuable skills

Essential Skills for ERP Consultants to move your career forward

What SKILLS make an ERP Consultant?

Join at
slido.com
#1097 930

Focus on any

- Skills

- Attributes

- Habits

- Traits

Don't mention

- Individuals

What SKILLS make an ERP Consultant?
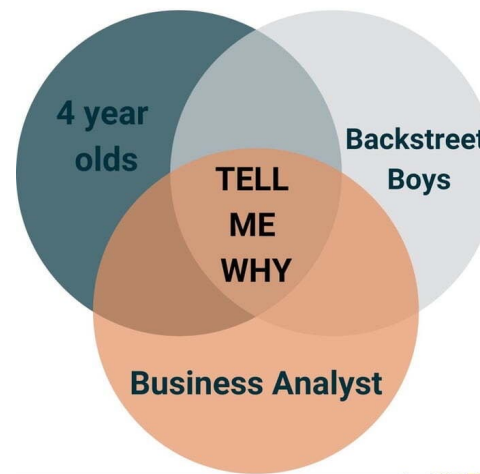
ERP Consultant Skills and Why

Domain Knowledge

- Indispensable SME Value
- User's language
- Massive Buy-in

The SME
is your VIP

Business Analysis

- Change Liaison
- Solution Definition
- Agnostic Approach

4 year olds

Backstreet Boys

TELL ME WHY

Business Analyst

Technical Awareness

- Understanding the jargon
- Finding the menus and buttons
- Speed and accuracy

This, Jen, is the Internet.

Domain Knowledge

What it isn't

- Knowledge about domains

- A real estate website (domain.com.au)

- General awareness of business processes

What it is

- **In-depth** understanding of your business, process and industry

- Experience in executing and overseeing **functional** processes

- Subject Matter **Expertise** to apply principles and drive solutions

Be an Expert **in your Field**

How to acquire

- Domain-specific education

- Work in an industry domain

- ERP/Business Consulting (Onsite) specializing in an industry and/or module(s) such as;
  - Finance
  - Manufacturing
  - Procurement
  - Human Capital
  - Field Operations
  - Service Management
  - Integration & Analytics

ERP Domains, Skills and Industry

Functional Domains

- Finance*
- Operations & Inventory
- Sales & Marketing
- Commerce
- Supply Chain
- Human Capital & Payroll
- Manufacturing
- Service Management
- Project Management

Technical Skills

- Analytics and Insights
- Integration & BP Automation
- AI, IoT & Robotics
- Cyber Security

Cross Functional

Combining Functional and Technical domain expertise. E.g.;

- Finance & Reporting
- Commerce and Integration
- Sales & AI

Industries

- Healthcare
- Education
- Telco
- Manufacturing
- Retail
- Financial Services
- Not-for-Profit
- Government
- Aerospace & Defence
- Construction
- Engineering
- Utilities & Resources
- Food & Beverage
- Automotive & Transportation

Business Analysis

the practice of enabling change in an organizational context, by defining needs and recommending solutions that deliver value to stakeholders - IIBA®

What it isn't

- Implementing a solution
- Product, Systems or Technology Expertise
- Blindly writing down requirements
- Testing the solution
- Worrying about nice to haves

What it is

- Liaison among ALL-stakeholders
- Reaching Consensus
- Identifying the business needs for change
- End-to-end elicitation
- Recommend solutions based on whether that solution will meet the needs and requirements of the stakeholders

How to BA

- Confirm your career choice
- Identify your transferable skills and leverage points
- Get tangible feedback
- Approach your work with a BA mindset
- Ask WHY, all the TIME!
- Use BABOK as a reference guide

BA Skills for ERP Consulting

Communication

- Active Listening, Understanding Business Objectives, Written and Spoken Elicitation & Elaboration

Creative Problem Solving

- Using First Principles Thinking and applying Analysis techniques

Technical Knowledge

- Systems, Database, architecture, frameworks

Modelling/Design Skills

- Active Listening, Understanding Business Objectives, Written and Spoken Elicitation & Elaboration
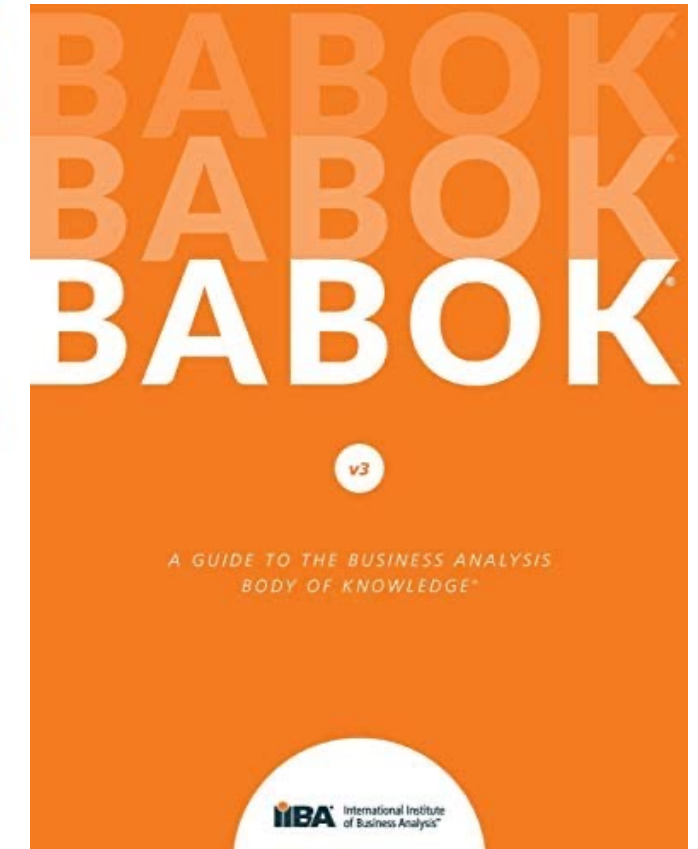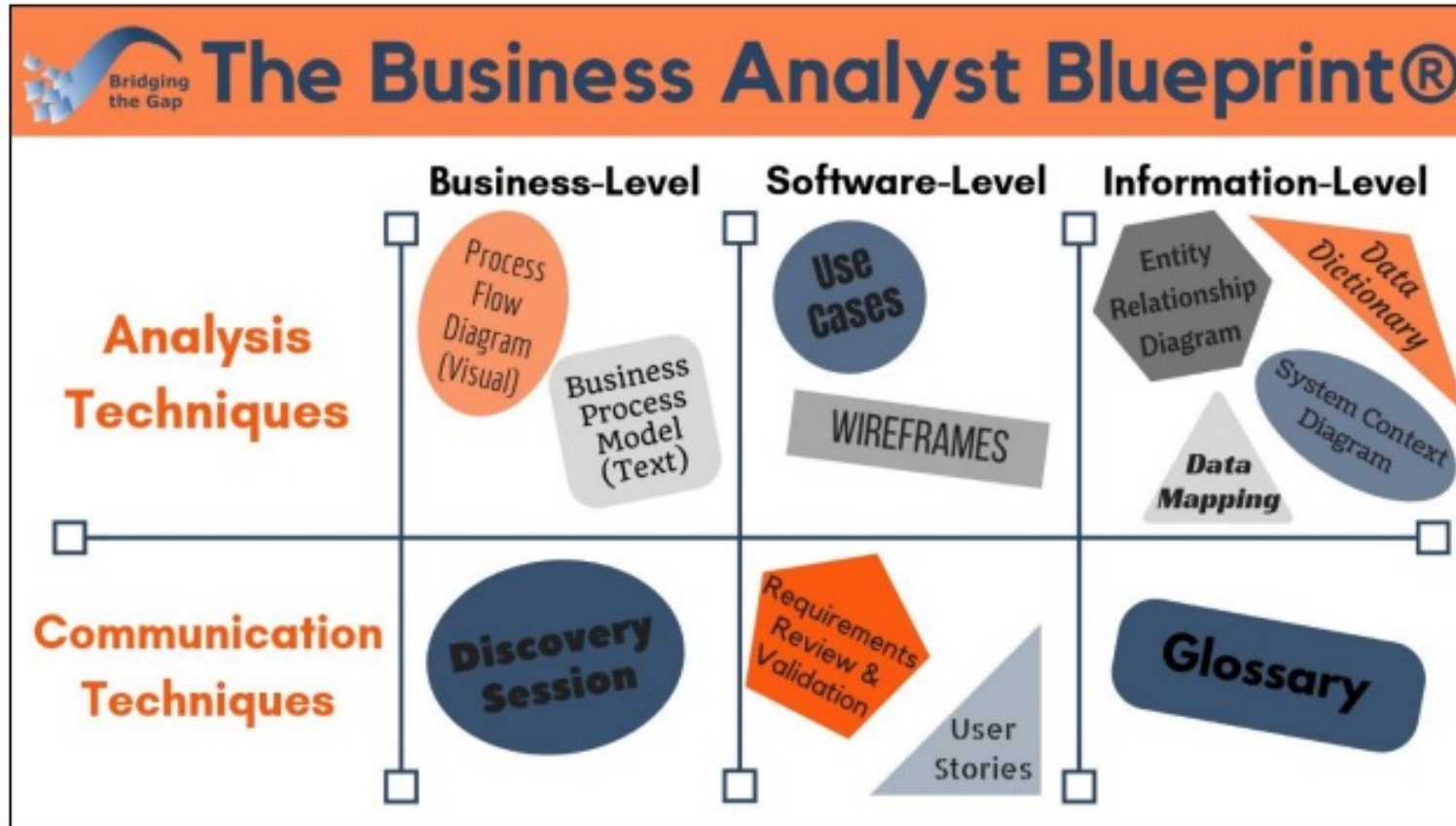
Interpersonal Skills

- Influence, Emotional intelligence, Teamwork, Leadership – stakeholder engagement for meaningful outcomes

Learn more

- [Business Analysis Professional's Foundation for Success | IIBA®](#)

Business Analysis Blueprint & BABOK

Technical Awareness

What it isn't

- Software Engineering
- Being a Tech Guru / Expert
- Knowing how to code, debug errors in a system
- Fixing dad's computer
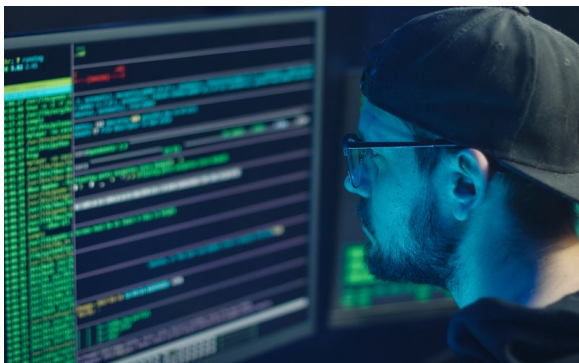
What it is

- Being aware of the underlying and supporting technical concepts and elements within and around ERP systems
- Being Tech Savvy enough to understand business logic
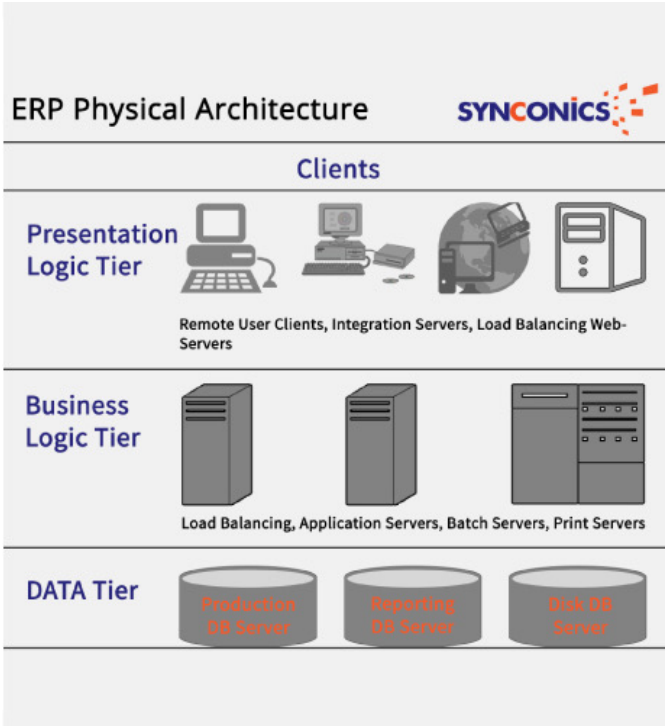- Building simple workflows to support business rules

How to

- Start with basic computing skills
- Online courses, YouTube, Google
- Product Wiki's and Documentation
- Forums, Blogs, Social Groups
- Ask an Expert
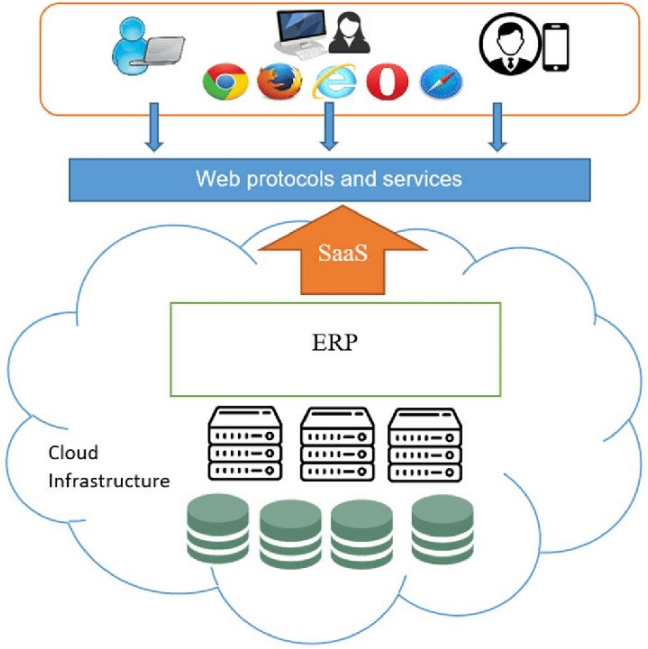
ERP Technical Awareness
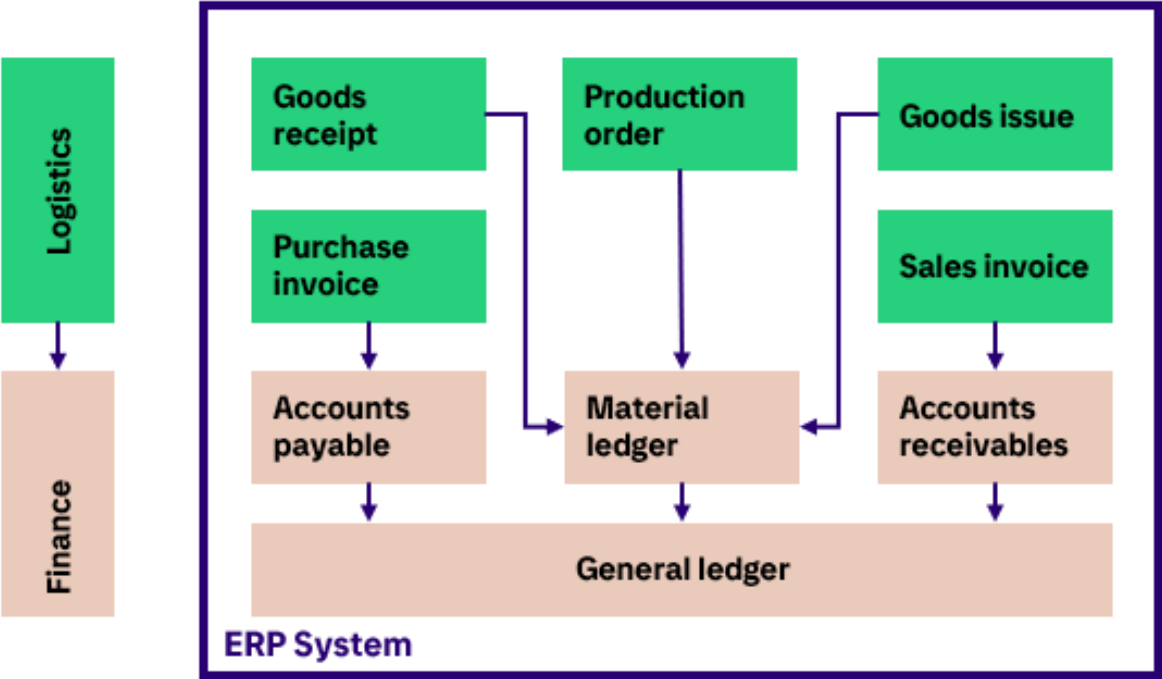
Physical Architecture

Logical Architecture
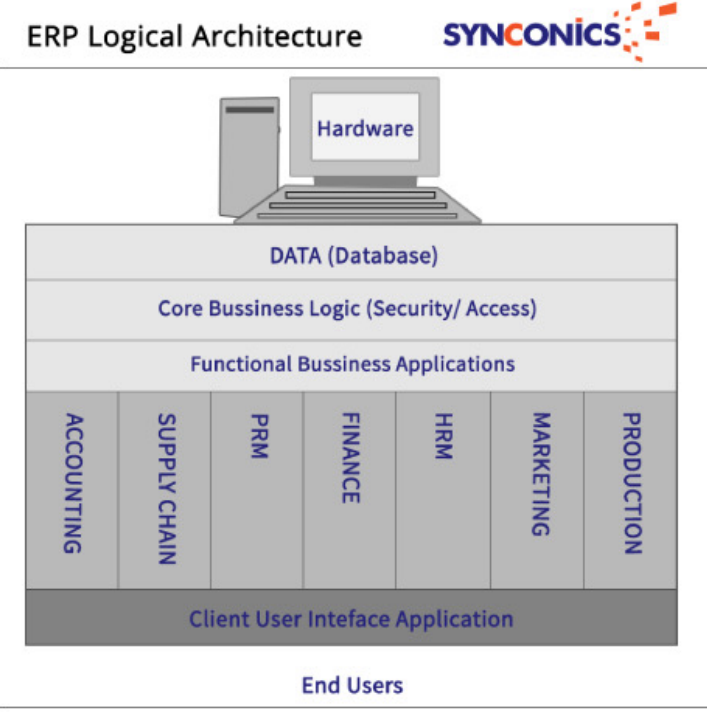
Cloud Architecture
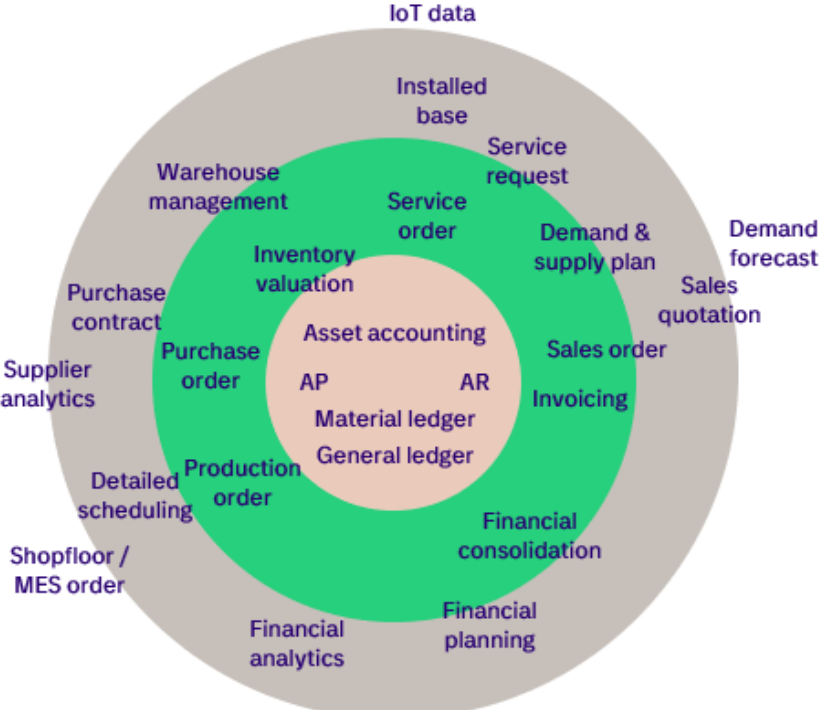
ERP Technical Awareness

Business Capability

Process Scope

ERP Architecture | TietoevryERP Architecture | Tietoevry

Thank you

Trevin Nimaladasa

trevin@nimaladasa.org

trevin.me