

# EPM User Adoption

## Enable End-User Uptake of Processes, Toolsets and Best Practices for an Effective Earned Value Management System

### EPM USER ADOPTION

- Gap Analysis
- User Adoption Plan
- User Adoption Plan Implementation

The EPM User Adoption consulting package is designed to help an organization define an effective strategic plan and implement specific proactive solutions to ensure end-users embrace the desired earned value management processes and toolsets.

Partner with us. We have the seasoned project management experts that can provide the support you need to establish in sound earned value management practices as well as the effective use of project management toolsets.

### HOW DO YOU KNOW IF USER ADOPTION IS AN ISSUE?

Common symptoms include lack of quality schedule and cost data or a lack of visibility into what is going on with a project. Frequent surprises about project issues or problems are a good indicator the system isn't working the way it should.

Another indicator is whether the system and data are actively used to manage the projects. When the EVMS is seen as merely a mechanism to produce customer reports, it is a warning sign the end-users don't see the value in the system.

### MAKE THE COMMITMENT TO MAKE A DIFFERENCE

Don't wait for a failed surveillance review before you act. You can prevent common review findings related to user adoption such as lack of data quality, lack of management visibility, documented process or procedures that weren't followed, the end users didn't know how to use the system or toolsets, or the end users didn't know how to use the data to proactively manage a project.

All it takes is a focused effort to identify what needs improvement and making the commitment to change the way things are.

### GAP ANALYSIS

The first step is to clearly articulate the scope of what you want to achieve. What are your business needs, objectives and requirements related to the effective uptake of your EVMS? With the end objectives in mind, a gap analysis is conducted to identify issues, determine root causes and provide specific recommendations.

### USER ADOPTION PLAN

The user adoption plan is a result of the gap analysis. It defines the strategy and specific actions that will be implemented.

## Contact Deltek

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Deltek (NASDAQ: PROJ) is the leading provider of enterprise applications software designed specifically for project-focused businesses. For more than two decades, our software applications have enabled organizations to automate mission-critical business processes around the engagement, execution and delivery of projects. More than 12,000 customers worldwide rely on Deltek to measure business results, optimize performance, streamline operations and win new business.

While the details of the plan are tailored to match your unique business environment, the contents are built on a foundation of common components that have proven to be successful in a variety of user environments. The plan defines the approach, the schedule, the accomplishment criteria, and the means to measure the results of the user adoption plan.

Typical user adoption components that Deltek can help you implement include role based end-user training, online user assistance or establishing a Project Management (PM) Center of Excellence.

Role based end-user training goes beyond the normal canned software toolset or process training that frequently has limited usefulness. Instead, the focus is on how to apply a process using one or more toolsets. The role based training is purposely designed to combine the workflow process and toolsets based on specific use case scenarios in your business environment. The intent is to ensure the end-users clearly understand how what they do fits into the big picture and how their actions impact others as well as the project.

Online user assistance is meant to provide the information the end-users need when they need it. The goal is to reduce ad-hoc approaches that users invent when they don't know how to do something instead of following a preferred best practice.

The online assistance builds on the role based end-user training with additional resource materials, how-to guides, checklists, templates and other resources to help answer common end user questions.

Establishing a Project Management Center of Excellence is another well-proven approach to user adoption. The goal of the PM Center of Excellence is to provide the vision and leadership needed to establish internal core competency in earned value management.

While every organization will need to determine the scope of a PM Center of Excellence that fits their environment, typical roles include acting as the official source for EVM policies and procedures, being the home for subject matter experts in the EVM process as well as the toolsets, conducting a variety of training on a regular basis, setting data integration and best practice standards for all projects to use, and conducting self surveillance.

### USER ADOPTION PLAN IMPLEMENTATION

The last step in the process is to implement the user adoption plan. As desired, Deltek consulting services can provide you with the support you need to effectively implement the entire user adoption plan or selected actions in the user adoption plan.

### ABOUT DELTEK'S PROVEN CONSULTING SERVICES PROCESS



Make the commitment to enhance your organization's earned value management core competency today. Our EPM consultants can provide the practical project management expertise and proven methodologies you need to produce fast and effective results. To learn more about Deltek's EPM Consulting Services, please visit [www.deltek.com/services](http://www.deltek.com/services)