

B2B eCommerce Project Initiation Workshop

The purpose of this workshop is to assemble the project team for a period of two days and gain a collective detailed understanding of the project's scope and requirements, key measures of success, the project approach and milestones and everyone's role and responsibility.

DELIVERABLES

The three major deliverables of this workshop are:

1. A list of Change Requests required to configure/enhance the "out of the box" version of the Corevist service to satisfy the client's business requirements.
2. An iterative demonstration-based milestone plan that will guide how the service's functionality will evolve and be tested and accepted by the client and their customers.
3. An agreement on the communication and collaboration plan and tools for the project.

APPROACH

This facilitated workshop is centered on the demonstration of a live working model of the Corevist service integrated with the client's SAP system and, if in scope, a simple Magento catalog implementation. During the course of the workshop, driven by demonstrations of real use cases using real data, the attendees will be repeatedly asked the following simple question:

"Why can't we go live with this tomorrow?"

The answers to this question will all be captured in a Change Request log and serve as input into the project planning process. The workshop is structured to expose as many of these change requests as possible and not be concerned with their resolution during the workshop. These "brainstormed" change requests can then be prioritized, sorted and allocated to the various iterations of the project plan...including a backlog for post Phase 1 GoLive.

TYPICAL WORKSHOP AGENDA

Day 1 (Morning)

- Review of Workshop Protocols
- Basic Order Entry Scenarios

Day 1 (Afternoon)

- Basic Order Entry Scenarios continued
- Order Tracking Scenarios

Day 2 (Morning)

- Account Management Scenarios
- System Administration
- Magento Scenarios (if applicable)

Day 2 (Afternoon)

- Project Planning
- Training for our online collaborative project management tool

ATTENDEES

(multiple roles could be covered by the same person)

1. Executive Sponsor
2. Business Sponsor
3. Project Manager - person responsible for successful delivery of web sales channel
4. Sales Rep/CSR - someone close to the customers who knows their behaviors and what they're expecting
5. Power user from the customer service group with in-depth knowledge of how the current business processes are handled in SAP
6. SD Functional resource to explain the SAP customizations required for the business process.