Fisheries and Oceans Canada | Pêches et Océans Canada

SAP IMPLEMENTATION PROJECT

DFO SAP Implementation Project Overview

S/4HANA

Canada

Fisheries and Oceans Canada (DFO)

DFO and IBM used the first-of-its-kind SAP Model Company for Canada (MC4C) Public Sector template to successfully deploy a S/4HANA solution, which went live on April 1st, 2021.

This migration to SAP S/4HANA aligned DFO with Treasury Board Secretariat (TBS) standards and mitigated future risks from ending the existing financial system (Oracle 12.1.3) lifecycle.

Scope: Finance (including Funds Management and Financial Planning & Analysis), VIM, Procurement, Human Capital Management, Asset Management, Sales

Platform Technology: SAP Solution Manager Focused Build, Microsoft Analysis for Office to Support Financial Planning & Analysis, Application Platform and Infrastructure, Database and Data Management, IT Management, Security Software

#FEDERAL #S/4HANA #DCP #MC4C #AZURE #CORE #GREENFIELD

Project Highlights:

- ✓ Only S/4HANA deployment in Federal Government to date
- ✓ Successfully leveraged DCP accelerator template V1
- ✓ Collaborated with SAP and TBS
- ✓ Simplified GoC-wide, and departmental specific processes (Global vs Local requirements)
- ✓ Implemented GoC and department required Gaps
- ✓ Virtual project implementation during a Global Pandemic

Our Vision

"Our vision is to **empower our business** units with **real-time data** so they can leverage key insights to make **better decisions**."

Project Key Principles

First phase is to replace the existing Oracle footprint*

No automation that exists today will be lost

Our processes will change to adopt SAP/GoC best practices

We will leverage system functionality and minimize customization

Project Approach: AGILE

This approach to software development is where requirements and solutions evolve through collaborative efforts

Agile advocates **adaptive planning and evolutionary development**

Development work is broken into **small increments** which are developed using iterations, or sprints – short time frames **resulting in working product**

Agile allows the work products to **adapt to changes quickly**

Looking for more? Check out the agile overview videos
https://www.youtube.com/channel/UC20MRiFdLg7nU0lvvIVZFGw

DFO & IBM: Key Highlights of Successful Collaboration

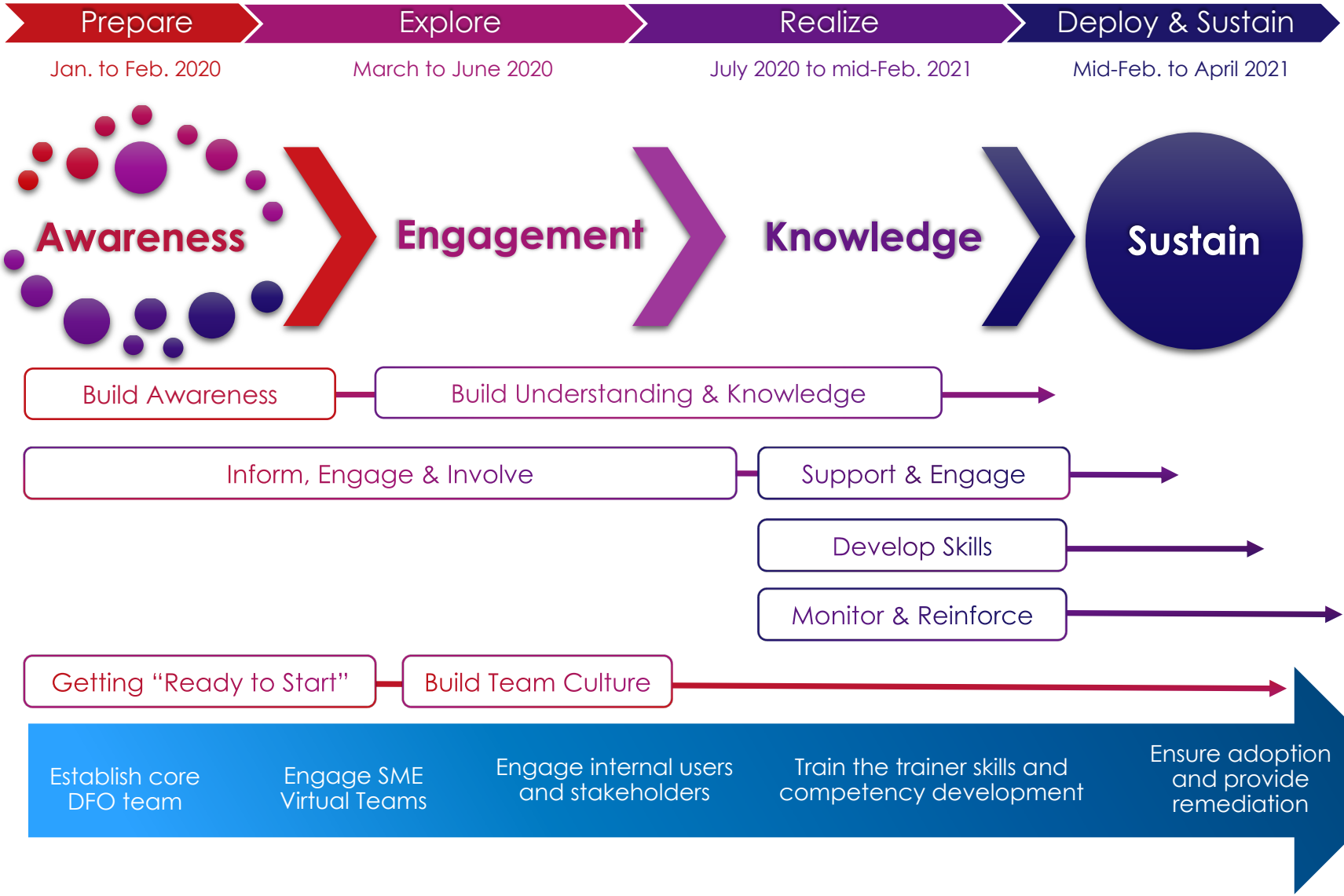
92%

Alignment to DCP Template

Strong Governance Model

Virtual Work Between Teams

Communication Strategy



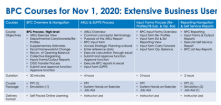
Training Strategy End-to-End

Kick off	Assess-Design	Co-Create & Develop	Deploy	Sustain

70% 20% 10%
On Job Learning
informal Learning
Formal Learning

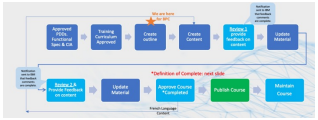
Training Strategy

DFO Personas



DFO Training Curriculums

Agile Course Development



Trainers & SMEs Course Review

Training Package

Course Pilot
Trainer Engagement &
Train the Trainer

Just in Time End User Training
Online & Instructor Facilitated

User Attendance
Business Coverage
Demonstrate Expertise
Performance Support

Assess Training Success Metrics

Lessons Learned

Handover Training to DFO

DFO training strategy is embedded in the design principles for:

- Positive & engaging user experience
- Driven by DFO three key personas
- Develop training for micro learning
- Delivered Just in Time

Extensive Business User

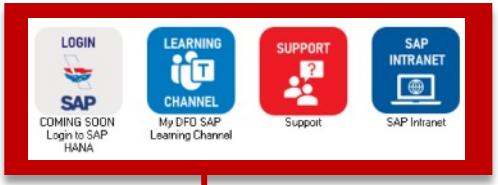
Management User

Admin User

Post Go-Live Support

HELP!
Is a Click Away!

Start Here



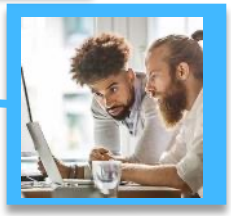
SAP LaunchPad
SAP Resources on Your Desktop

1

2

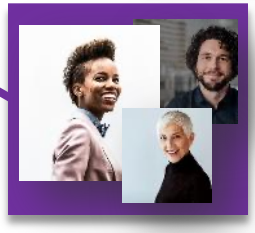
Self Service Resources
My DFO SAP Learning Channel, Videos, FAQs, Job Aids

3



Ask a Colleague!
Support Each Other in Learning

4

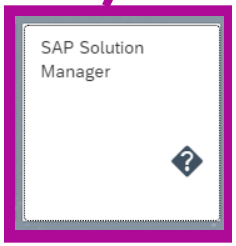


Super Users
SAP "How-to" Support

5

Join the SAP Café
Weekly Demos and Q&A

6



SAP Fiori Support Tile
Report an Issue

Lessons Learned

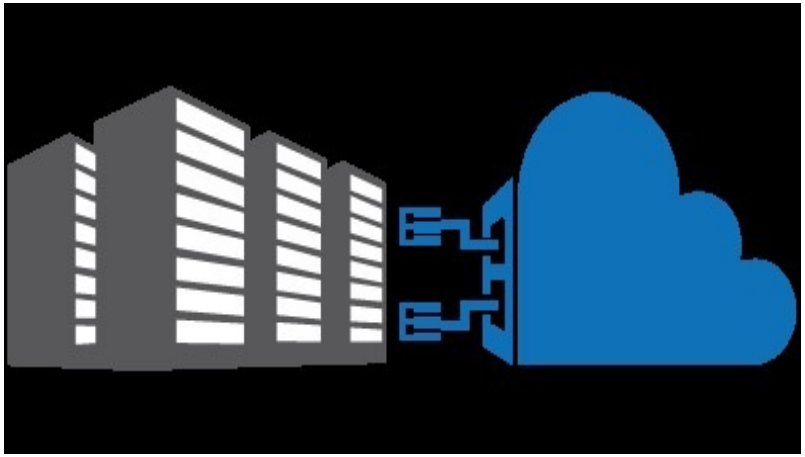
	Topic	What we did well	What we could have done better
People	Change management	• Engage senior management in transformation and address concerns quickly • Built a strong community of practice outside the core team and engage them significantly • Dedicated change management team with team members outside NHQ	• Plan initially to keep implementation team longer to support post implementation changes (1y) • More in-depth training for Super Users • New training tools such as videos are "cool" but people prefer the good old fashion word document job aids • In person / hands on training in the system
Process	Project Management and Governance	• Built an agile & nimble governance with representative from all sectors and regions. Add some other government department and central agencies to keep you honest. • Empower your team to make decision and being creative • Dedicated project team is a must	• Balance the good and bad stories along the journey • Ensure as many as possible project partners and team members are onboarding right from the start • Use real data as much as possible for the final testing cycle
Technology	A new world with Cloud	• Leveraged OGD partners to build technical environment • Early engagement with IT security to make them part of the change process. • Limited upgrades during the project timeline	• Earlier focussed data clean up related to salary forecasting. (your HR data in your financial system might not be as good as you think) • Create a testing platform for cloud access, its new and not easy

TBS offering – Options for departments

Over the past three years TBS-IMTD has been approached by multiple departments to deliver cloud services for SAP projects with more departments are now asking. Collaboration and sharing of knowledge and expertise will save the Government time and money to modernize and meet the SAP deadline of mainstream and eventual extended maintenance of 2030

Leveraging the well-established and well supported SAP landscape at TBS, we are offering departments the following 2 options to migrate and modernize their SAP implementations:

I. Expand the existing operating model by onboarding new OGDs
II. Provide Infrastructure-as-a-Service (IAAS) leveraging IMTDs experience



TBS cloud management offering

TBS is committed to following industry best practices in its approach to cloud management. To ensure comprehensive and effective service, TBS has adopted five key components:

Cost Optimization

- ✓ Continuous cost monitoring of infrastructure and applications ensuring optimized cost savings

Operational Excellence

- ✓ Dedicated resources with proven and specialized expertise in all aspects of cloud operations

Performance Efficiency

- ✓ Hardened, certified platforms and virtual machines
- ✓ Fully automated provisioning of resources
- ✓ Performance monitoring

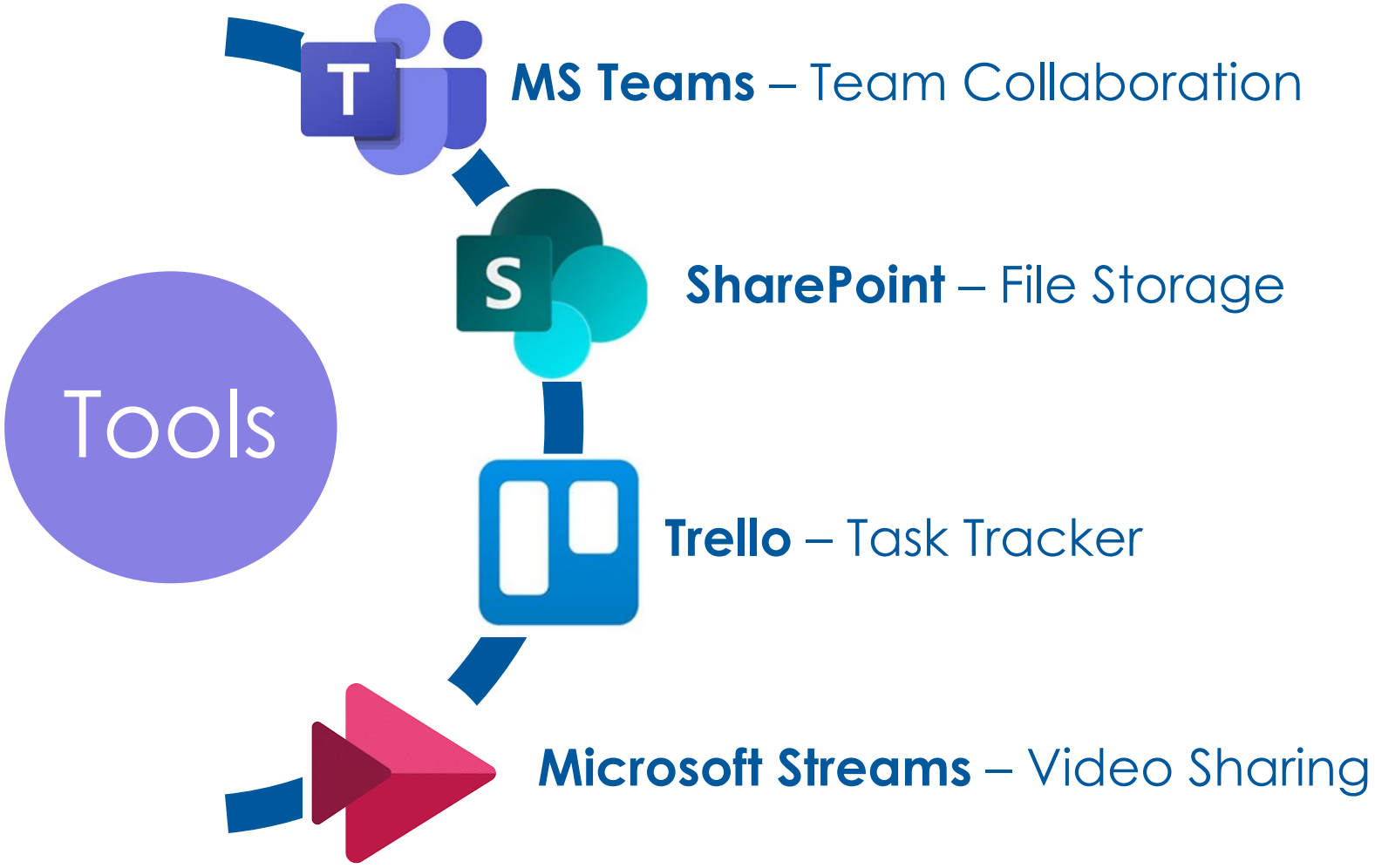
Reliability

- ✓ Health Monitoring
- ✓ Continuous testing
- ✓ Rapid response to failures
- ✓ Constant platform modernization

Security

- ✓ Zero-trust approach to Security
- ✓ Strong Identity and access management
- ✓ PB MM certified platform
- ✓ Full Perimeter Security

Tools that Helped Us Stay Connected



Next Steps

- Upgrade to SAP S4 HANA 2023
- SAP Real estate (foundation)
- SAP Enterprise Asset Management
- SAP Warehouse Management
- SAP Master Data Governance
- Pilot testing automation with Tricentis Tosca