Human Resource Plan

By

Chris Goff

For

Embry Riddle Aeronautical University

**Human Resources Plan**

## **Project Staffing Plan**

**Project Staffing Requirements**

This ERP project will require internal resource allocation and external resource acquisition. These resources will be needed for 16-48 months. The project will require some additional staff members and skill sets, but most of them will be reallocated to the project from other groups through the reorganization of the department. Project managers, programmers and information system resources assigned to the project will need to be dedicated full time to the project. The analysts and SMEs from other departments will be shared resources. Analysts will also support other projects within the IT department. Functional SMEs will be assigned to the project during specific phases to help define requirements from their departments and verify these requirements are satisfied by the new system. The Network Architect will also need to be consulted in the planning and implementation phases to ensure accurate transition. The below Matrix identifies the phases of the project each resource is needed.

**Roles and Responsibilities**

***Project Manager***

The project manager will lead the team in all phases of the project. The main responsibilities of the project manager are to coordinate, communicate, plan, schedule and manage risk.

***Information System Specialist***

        This person will be contracted to come support the team and provide their expertise and experience in working with ERP systems.

***Business Analyst***

The Business Analyst role will be the same as it was in the existing organization. They will be a shared resource with other project teams and provide analysis of the university operations and perform administrative functions.

***Network Architect***

The Network architect function will also be the same as in the previous organization however their support in this particular project will be to provide their knowledge and expertise in the universities network and security to ensure that the ERP system can be integrated with the universities system.

***Programmers***

        The programmers will be dedicated to the project team through the entire project and their main responsibility is to program the ERP system based off the design formed in the planning phase of the project. In the testing phase, they will work with functional SMEs to ensure that the system functions as intended.

***Functional Department SMEs***

The functional department subject matter experts (SMEs) are selected individuals from the various impacted departments that will be assigned to the project team to be focals for their department. Their main role is to ensure that the new ERP system will support their departmental needs and to set up communication and training plans with their departments regarding the ERP system. They will also support the beta testing of the system.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Role** | **Initiating** | **Planning** | **Developing** | **Test** | **Implement** |
| Project Manager | X | X | X | X | X |
| Information System Specialist | X | X | X |  | X |
| Business Analyst | X | X | X |  | X |
| Functional Department SMEs | X | X |  | X | X |
| Programmer 1 | X | X | X | X | X |
| Programmer 2 |  |  | X | X | X |
| Network Architect |  | X |  |  | X |

**Staffing Timeframes**

* The Project Manager will be chosen immediately.
* The Project team (Information system specialist, Business analyst, Programmers 1) within four weeks.
* Network architect will be chosen within six weeks.
* Functional Department SMEs will be added as needed during the process and be utilized during the training phase.

**Staffing Counts**

1 Project Manager

1 Information System Specialist

1 Business Analyst

1 Network Architect

2 Programmers

5 Functional Department SMEs

## **Type of Labor Skills needed**

For the IT department’s reorganization project management and project office skills are needed. For this ERP project in particular we will need IT, project management and information system skills. We will also need support from the respective function subject matter experts (SMEs) to work with the project team to define and verify each department’s requirements. We will utilize existing functional SMEs and IT support but will need to onboard a project manager and an information systems resource.

## **Resource Qualifications**

The resources will be expected to have the required competencies and skills of their role before the beginning of the project. New information pertaining to ERP knowledge and new processes developed by the PMO group may be required and will be distributed by the responsible groups.

## **Training needs**

For the project, the resources will be expected to have the required competencies and skills of their role before the beginning of the project. New information pertaining to ERP knowledge and new processes developed by the PMO group may be required and will be distributed by the responsible groups.

During the implementation phase members of each department will be trained on the

capabilities and usage of ERP to facilitate better usage of this system.

## **Materials/Other Resource Needs**

●    Dedicated Server

●    Use current network infrastructure

●    Application Support

●    Network support

●    Appropriate ERP system application

## **Resource Company Information**

The University is considering using or consulting with Microsoft Dynamics for the ERP system. Microsoft Dynamics began working in computer systems as early as 1975.  The system they propose has popularity and success with these types of former clients:  Construction, Distribution, Education, Financial Services, Government, Healthcare, Manufacturing, Not for Profit, Professional Services, and Retail.  This system has cloud-first technology and allows multiple divisions growth, technical support, customization, and longevity of business (Panorama, 2016).

**References**

Gray, C. F., & Larson, E. W. (2014). *Project management: The managerial process*. New York, NY: McGraw-Hill.

Panorama Consulting Solutions. (2016). *Microsoft Dynamics Software & Microsoft Dynamics Implementations*. Retrieved from<http://panorama-consulting.com/erp-vendors/microsoft-business-solutions/>

PMI. (2015). *A Guide to the Project Management Body of Knowledge* (PMBOK GUIDE) 5th Edition. Newtown Square, Pennsylvania. Project Management Institute, Inc.

University of Virginia's Organizational Chart. (2016, September 7). Retrieved September 30, 2016, from <http://www.virginia.edu/orgchart/>

Burnson, F (2016) How much does an ERP Software Actually Cost? Retrieved from: <http://www.softwareadvice.com/resources/erp-software-pricing/>  
  
Deloitte (2014) North Carolina GEAR ERP Planning, Implementation Plan and Budget Estimate. Retrieved from <http://it.nc.gov/document/erp-implementation-plan-budget-estimate>

Lon Off Schiff, J (2014) 9 Tips for Selecting and Implementing an ERP System Retrieved from: <http://www.cio.com/article/2458889/enterprise-resource-planning/9-tips-for-selecting-and-implementing-an-erp-system.html>

Nexxor Inc (2016) Whats the cost of an ERP? Retrieved from: <http://www.businessnsoftware.com/cost-of-an-erp.html>

O’Donnell, S 5 Steps to Successful ERP Implementation Retrieved from: <http://www.datacorinc.com/articles/news/erp.pdf>

Software Advice, Ten Steps to Selecting the Right ERP Software Retrieved from: <http://www.softwareadvice.com/imglib/lightbox-download-assets/Ten_Steps_to_Selecting_the_Right_ERP_Software.pdf>