



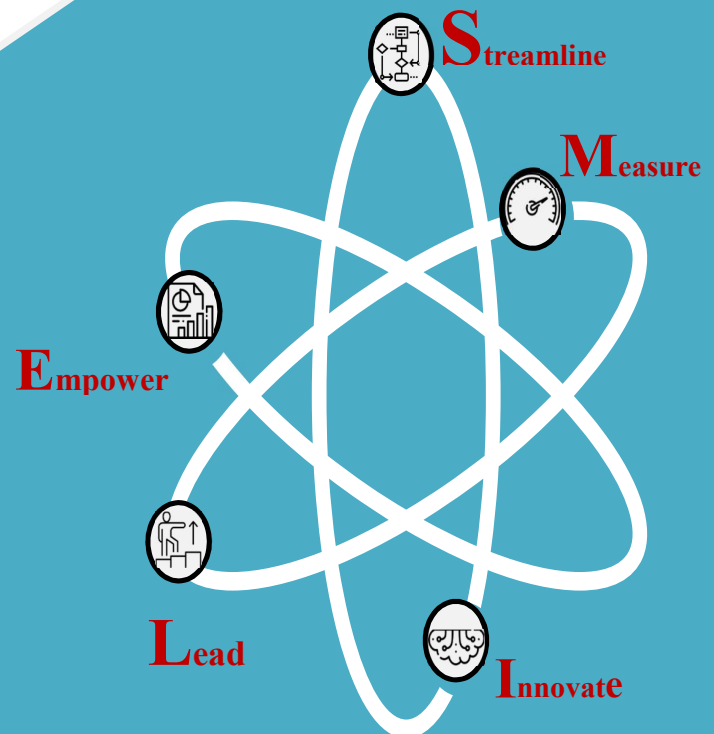
# Newsletter

Project SMILE - ERP Implementation Monthly Newsletter

October, 2023

## Project Mission

Play pivotal role in realization of EPSS's vision of becoming the most responsive and efficient pharmaceuticals supply chain organization in Africa by 2030.



## Contact Us

To get more information about project SMILE please visit our website link.

<https://erp-portal.epss.gov.et/index.php>

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SMILE Monthly is a change management product for the SAP-S4/HANNA ERP implementation. For Comments and feedback please write to the internal change management teams.

<https://erp-portal.epss.gov.et/speakup.php>

**SAP S/4 HANA**

Prepared by: - Adina Berie  
Reviewed by: - Kaleab Sileshi  
Approved by:- EPSS PMO Team



**S**teamline – streamlines and automates business processes to improve accuracy and saving time & money.



**M**easure – make day-to-day business operations measurable by consolidating all data and making it easier to analyze on a large scale.



**I**nnovation – more time will be available for employees and leaders to have better focus on business and innovate where needs for improvement were previously hidden.



**L**ead – with real-time updates leaders can make data-backed business decisions more quickly.



**E**mpower - employees have access to the right information, at the precise moment of making decision.

## Empowering Success: Information Communication Directorate's Vital Role in ERP Implementation



Ato Hailemichael G/Amlak, the Director of Information Communication Technology mentioned that the department plays an important role in the successful implementation of the ERP system. He stated that it is the primary focus of the directorate during a workshop organized by the ERP change management team on October 13 and 14, 2023.

The director emphasized the department's significant responsibility in preparing for the successful implementation of the ERP system and in ensuring its continued operation with sufficient capacity.

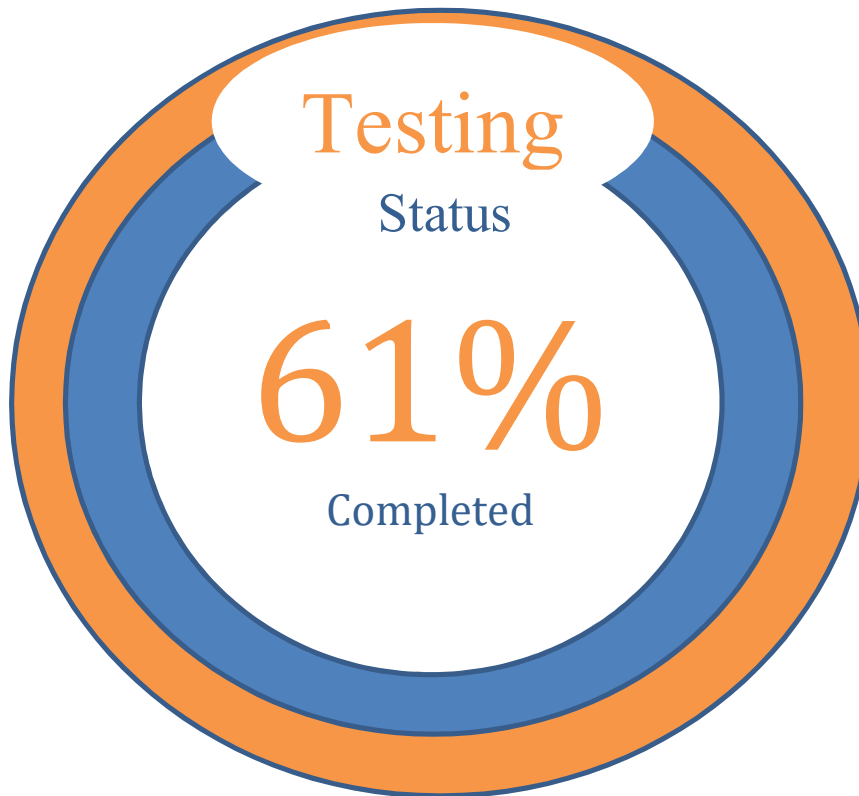
He pointed out that with the support of internal resources as well as **Donors**, the department has contributed to the institution's capacity by developing several software that are in use or previously used by

both internal and external organization customers in a fragmented manner.

He further stressed that the implementation of one streamlined business across the whole organization will enhance the IT service delivery capability and will provide a favorable ground for IT professionals to provide enhanced services to the whole business.

This workshop is one of the activities organized by the project's change management team to prepare staff for the ERP implementation. It aims to provide information communication professionals with clarity regarding their role in the project's success, as they play a crucial role in its ach

## The Progress of User Acceptance Testing (UAT) Reaches 61% on Trench One SAP ERP Implementation



Sixty-one percent of the system testing has been completed. Mr. Daniel Desta, the System Testing Manager at the consulting firm, reported that as of November 7, 2023, 61% of the User acceptance system testing were complete that is aimed at ensuring the SAP ERP implementation functionality with Ethiopian Pharmaceuticals Supply Service required standards. Defects and abnormalities are actively reported to the SIDORE consultants to timely resolutions and to make the system ready for deployment.

The testing encompasses 11 modules, including PI2Pr, P2P, S2S, EWM, H2R, In2Rep, TM, O2C, EHS, F2R, and I2R.

A total of 89 experts, who have received TOT training from the respective departments of each module, have actively participated in the testing program.

Two months allocated for User Acceptance Test (UAT) with a dedicated period for all 11 modules and a separate schedule for system integration testing. UAT commenced on October 11, 2023 and 939 test scripts have been prepared for the testing process.

The testing follows a systematic test cycle, and any failed test samples are re-evaluated and corrected by SIDORE, as outlined in the plan. The testing will continue until December.

## The project is carrying out preparatory work to provide training to end users



The Ethiopian Pharmaceuticals Supply Service SAP ERP implementation project, known as 'SMILE' is currently undertaking preparatory work for providing training to end users.

According to the project plan, training for end users is scheduled to begin on December 6, 2023, and efforts are underway to determine how and under what conditions this training should be delivered and to whom it should be targeted.

It is expected that experts who have completed trainer training in various modules and have effectively conducted inspection work will serve as the primary trainers. Those who have received TOT (Training of Trainers) training will play a role as assistant trainers.



## Elevating Expertise: System Testers Prepare to Empower End Users with In-Depth Knowledge



The ongoing User Acceptance Testing (UAT) has proven to be highly beneficial for the experts conducting system testing, enabling them to gain the necessary knowledge to train end users effectively.

According to the experts involved in system testing, the UAT exercise not only helps them identify and resolve system defects but also provides ample practice, allowing them to develop a comprehensive understanding of the system.

Participants in the user training program, including both headquarters and branch experts, as well as project staff, have expressed that they were not fully proficient and lacked in-depth knowledge of the system during the Training of Trainers (TOT)

sessions. The system testers have observed that the UAT exercise offers them an opportunity to master the knowledge they need following the TOT sessions and creates a conducive environment for practical training.

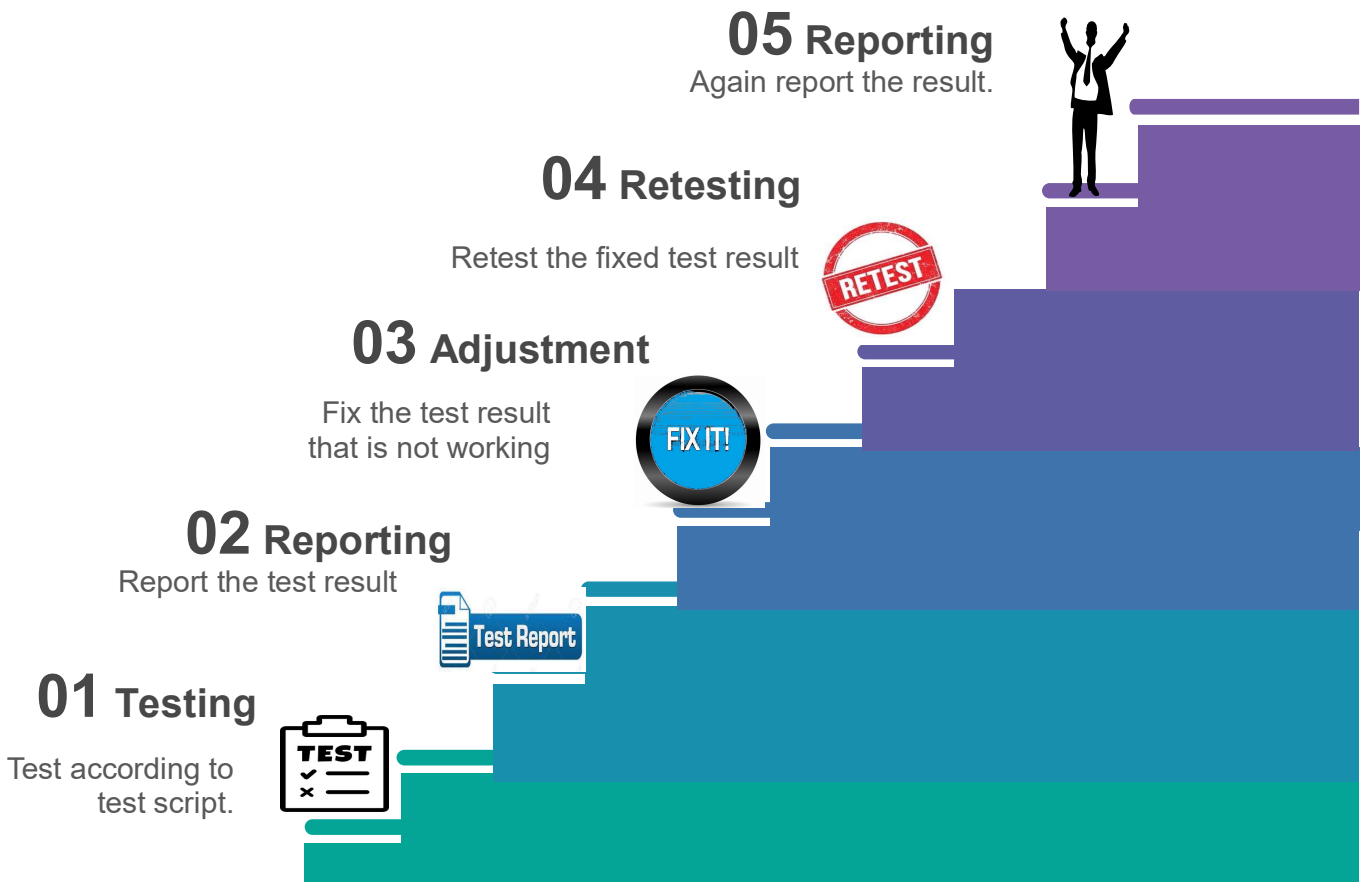
The testers have noted that the UAT exercise has better prepared them for the upcoming end-user training assignment.

Once the system testing, which commenced on October 11, 2023, is completed, each expert responsible for testing an individual module will confirm the system's compliance with EPSS requirements by signing off. Subsequently, they will proceed to train the end users.



SAP S/4HANA System Testing is ongoing

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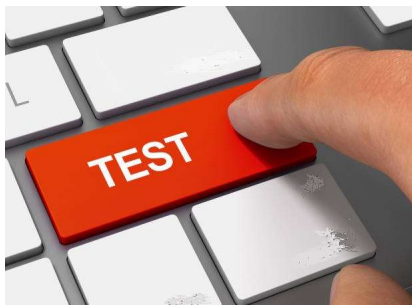






Next Phase

After Completing the Testing program the project moved to staff training



ERP MODULES IN SAP

PI2Pr

Plan to Procure

P2P

Procure to Pay

S2S

Store to Ship

EWM

Embedded Extended warehouse

In2Rep

Inspect to Repair

F2R

Record to Report

H2R

Hire to Retire

O2C

Order to Cash

TM

Transport Management

I2R

Inspect to Release

EHS

Environmental Health & safety