

TESTING AND TRAINING DURING AN ADP WORKFORCE SUITE IMPLEMENTATION

Learnings from Boehringer Ingelheim



"It's extremely important to choose the correct person to conduct your training. You want someone that's going to be creative, that can help with your training materials, and can address the needs of the employees."

— Time Administration Specialist

Headquartered in Germany, Boehringer Ingelheim has been family owned since 1885 and currently has over 50,000 global employees in over 63 countries. The organisation implemented ADP WorkForce Suite in two phases for all U.S. locations, which consist of three parts: human pharma, animal health and biopharma. Boehringer Ingelheim shares their recipe for implementation success: the often-overlooked testing and training phases. Application Managed Services, to ensure solution optimisation and sustained innovation, provided by Accenture.

Responsibilities of a successful test lead

Overall coordination of test plans, test scripts and tester signoff as well as management of end-to-end system testing and defect management, including:

- Organising a team of testers
- Educating the team
- Setting up meetings, conference rooms, etc.
- Setting attainable expectations
- Conducting testing debrief after go-live

Helpful test rostering tips

- Set up test data before testing begins
- Work backwards from the go-live date
- Test across all user experiences
- Suggest remote and in-person user acceptance training
- Take training roster, holidays and vacation time into account



How to motivate the testing team

- Begin with an icebreaker
- Name the project and create a logo
- Plan team lunches or play games
- Give the team monitors

Communicate training to employees by

- Posting signs, emails, internal websites and bulletin board reminders well in advance
- Notifying all employees, including remote workers
- Offering multiple training class dates and times

Training questions to ask yourself

- What types of employees will be using the system?
- What training guides and classes are necessary for each employee type?
- What are the system usage, policy and process differences I need to consider for training material content?
- Are my employees exempt, non-exempt, hourly, part-time, managers or off-site?

Key training tips

- Train using “just-in-time” approach, plan around holidays and don’t rush
- Ensure that there are enough training sessions to reach all employees
- Leave a window of availability in the event that select employees are unable to attend rostered classes
- Provide one-on-one assistance during the first payroll processing
- Use PowerPoint training guides as class handouts

A well-designed test script...

- ✓ Is clear, concise and simple
- ✓ Includes who to log in as
- ✓ Has actual numbers for expected results
- ✓ Does not include other elements like holidays or time off
- ✓ Includes positive and negative tests

“Grouping test scripts in some kind of order is important. We ended up with almost 700 test scripts. We used Deloitte as our third-party implementation team and they were wonderful. They had suggested a specific type of folder structure that really helped us stay organised.”

— Senior Principal Business Analyst

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