

# **Implementation of Ship Management Systems**

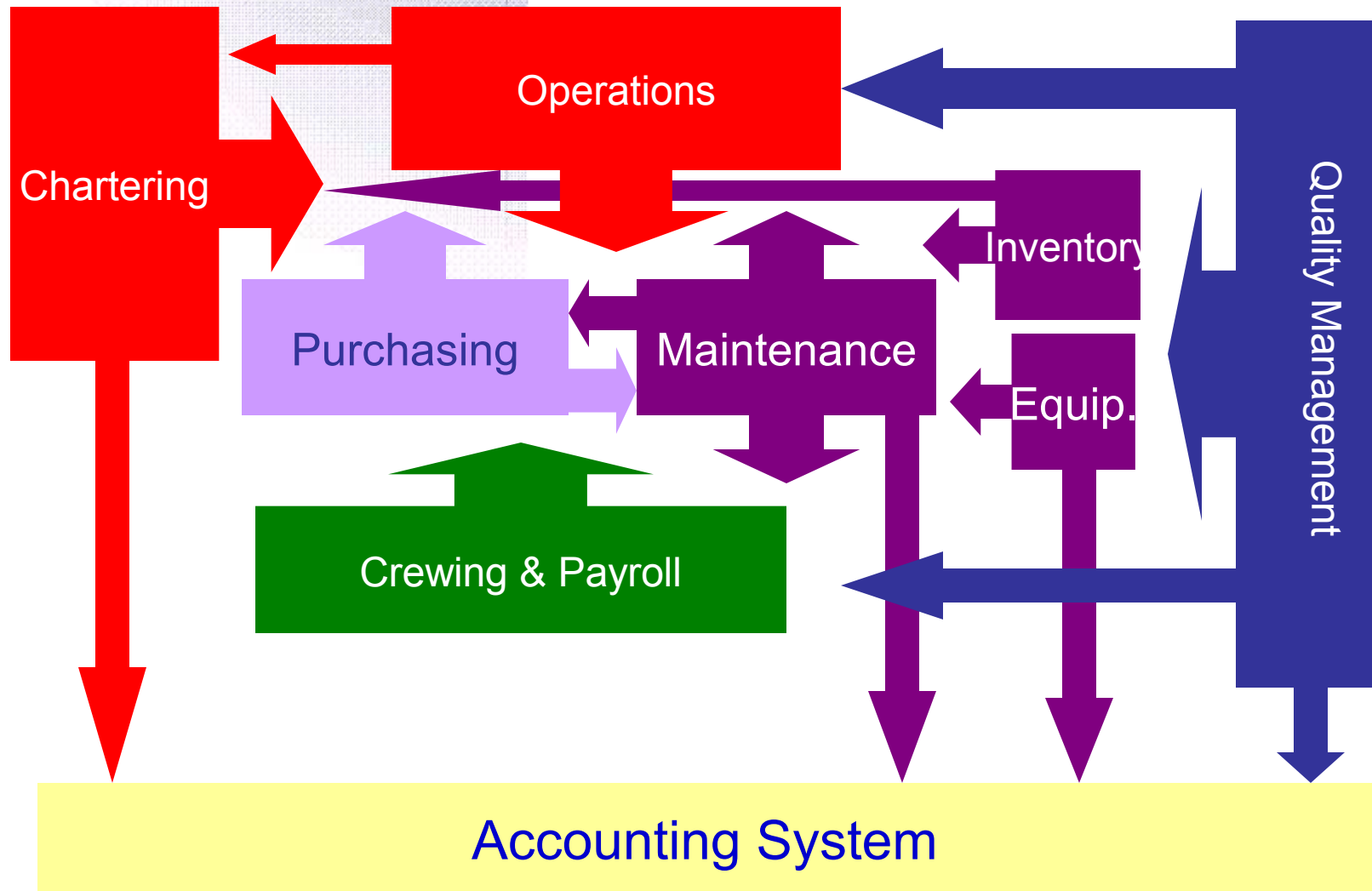
## **DigitalShip Cyprus 2007**

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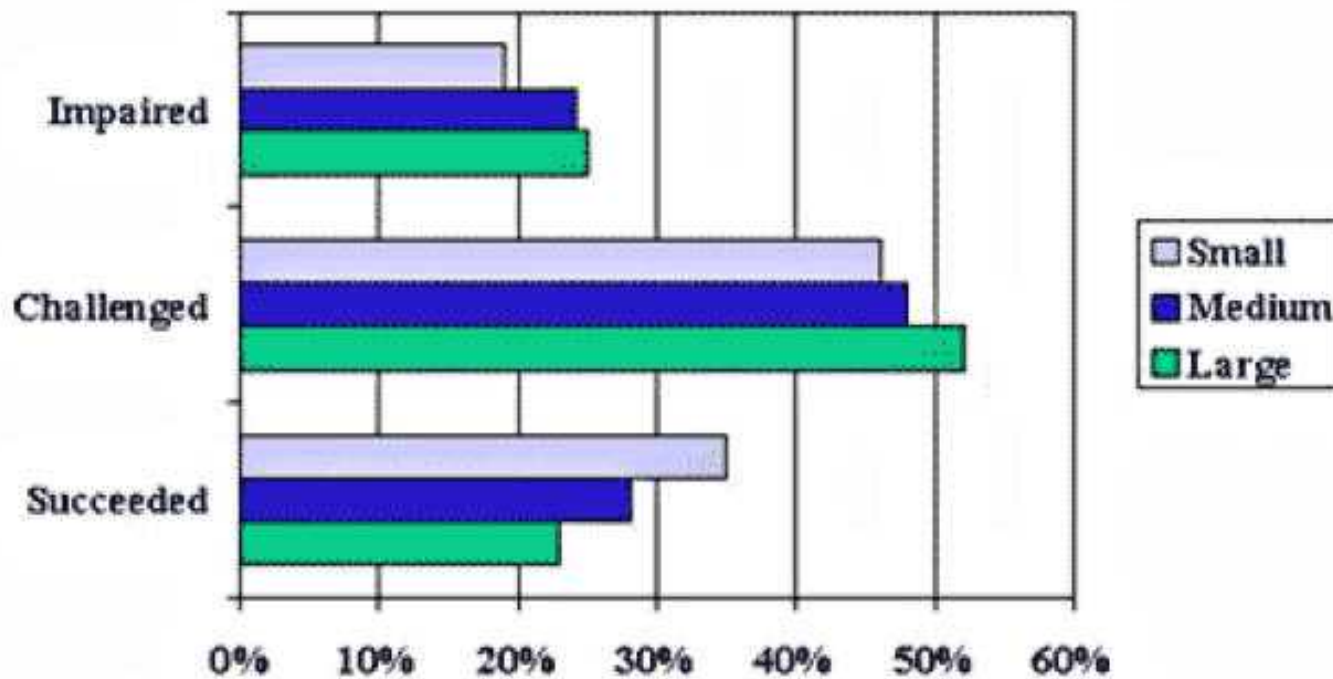
# Agenda

- ShipManagement Systems
- Implementation Success factors
- Change Management
- Project Management
- Implementation Methodology
- Future

# ShipManagement Systems



# Failure Facts



Year: 2001; Source: CHAOS database; Data: Fall 2000 CHAOS Survey

# Failure Implications

Many unsuccessful implementation projects

- unutilized systems (**offshelf**) leaving companies with delivery problems
- frustrated employees
- unjustified expenses and cost (no ROI)
- unsatisfied management
- Doubts of applications value
- Difficulty getting new projects
- Project viewed under microscope



# Top Reasons Ship Management Implementations Fail

- **Not Enough Time-** little time is devoted to gathering the necessary data
- **Scope-** Failure to align contract for services with the requirements expectations. Also, make sure initial scope is achievable to build momentum
- **Change Management-** Insufficient investment in all facets of change management
- **Skills-** Team members lack a thorough understanding of the technical capabilities of the solution or of the underlying business processes

# Top Reasons ShipManagement Implementations Fail

- **Governance-** Lack of a single person in charge who reports directly to openly supportive senior executive accountable for the solution. Also, ineffective steering body of cross-functional senior execs
- **Communications-** Lacking at all levels (executives, functional owners, across team, with working level system users, external stakeholders, etc.)
- **Solution Architecture-** Lack of a solution architecture or proven implementation methodology
- **Training-** Insufficient investment at all levels (including executives)

# Critical Success Factors For Implementation

- Top management support
- Project champion
- Dedicate & committed team
- Software house/customer partnerships
- Project management
- Use of consultants
- Analysis of current processes & data
- Business process reengineering
- Change Management
- Training

# Team Work

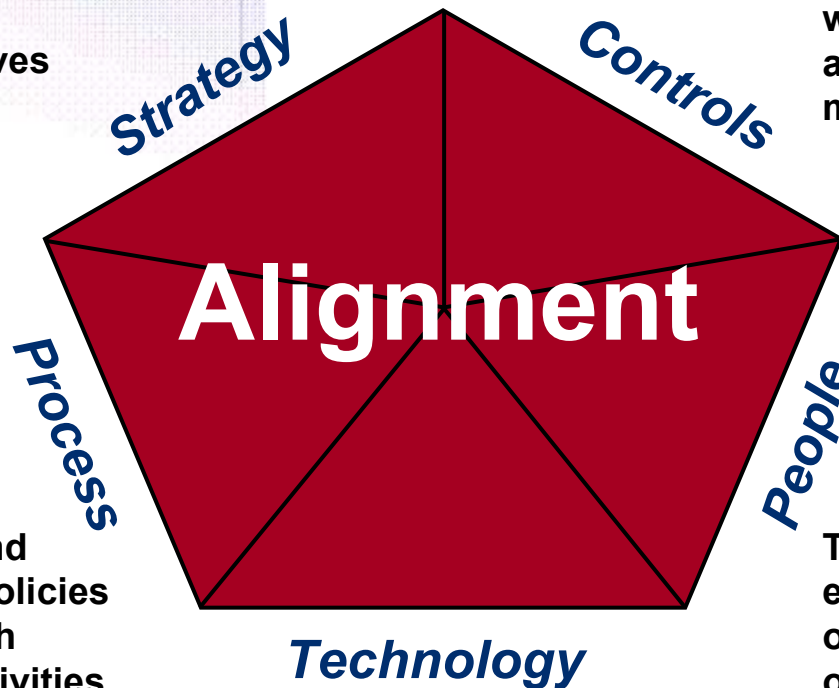
## Implementation Team (Leaders/Members):

- ShipManagement System Provider:
  - Project Manager
  - Consultants
  - Programmers
- Shipping Company:
  - Project Champion/Manager (IS Department)
  - Module/Business leaders (subject area experts)
  - Individual team members

# Five Levels of Change

Strategic understanding of the role, positioning and focus for enterprise-wide decision-making in support of overall organizational objectives

The governance model for the management, administration, and evaluation of initiatives, with a strong focus on the appropriate metrics applied for measurement



Operating methods and practices, including policies and procedures, which determine the way activities are performed

The human resource environment, including skills, organizational culture, and organizational structure

Enabling information systems, applications, tools, and infrastructure

# PM for Implementation

- PM is a process that spans the full cycle of a project, from inception to completion.
  - Planning, executions, and control of all resources, tasks, activities, necessary to complete the project.

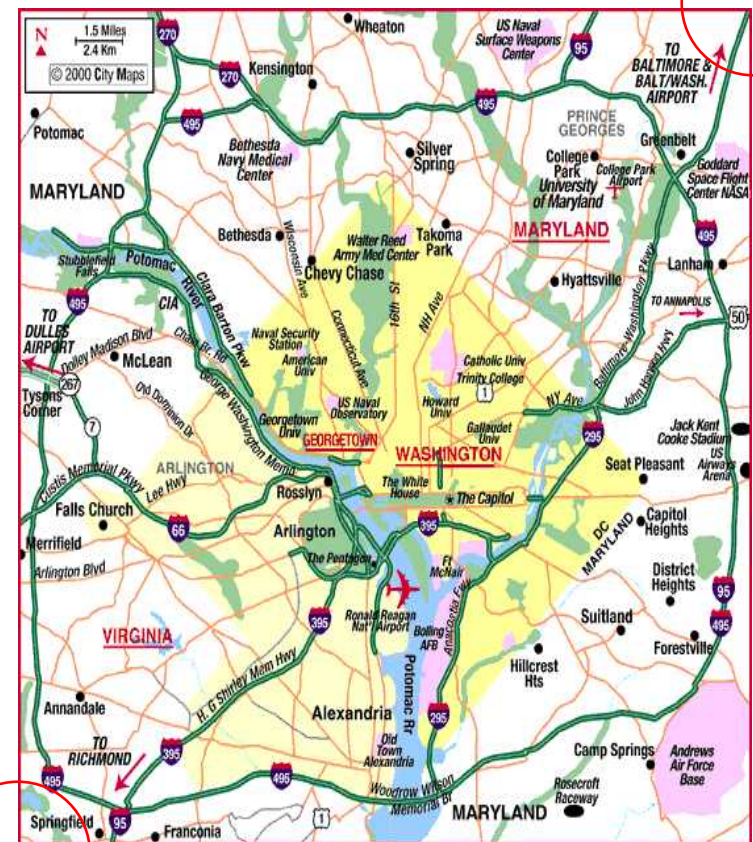


# Implementation Methodology

- **Follow Pre-paved roads**
- All routes are initially available – customer selects which one to take

From  
Springfield

To Camden Yards



# Project Phases For Implementation

**Define Project**

**Blueprint Business Processes**

**Configure the System**

**Test**

**Train**

**Go Live**

# Phases Walkthrough

## Project Definition

Definition of the projects scope, scheduling, risk & communication management

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## Business Process

Elicitation of the ShipManagement's business processes & workflow.

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## System Configuration

Configuration of the system to meet the ShipManagement's needs

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## Testing

Validate the configured solution in a testing environment

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## Training

Build in-house knowledge on the ShipManagement system

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## Go Live

Plan the steps to go live it is process not a Milestone

# More Recommendations

- Define clear objectives
- Users - from start to end!
- Evaluate business process
- Don't go live till you're ready
- Define signoff criteria

# The Big IF

**IF** you have...

- A Good ShipManagement system
- Commitment of Management and Team
- Solid implementation methodology and plan...then ShipManagement system will *pay off big* for your organization.

# The Future

- Successful/Failed Implementation!
  - Satisfaction/frustration in the industry!
  - Trust/ Doubt of ShipManagement System
- role in helping shipping companies in:
- Improving business process
  - Reducing workload
  - Complying with continuous regulations
  - Reducing cost



**Thank You for Listening. Questions?**

