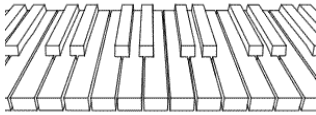


Keys to success



CASE STUDY

Florida Department of Revenue (FDOR) **Assessment and Staffing for SAP Child Support System**

The Client

In mid 2006, the Florida Department of Revenue (FDOR) was entering the "deploy and support" portion of the first phase to implement their new Case Automated Management System (CAMS).

AMC's Role

AMC Infomediaries (AMC) provided a Technical Staffing Needs Analysis for the SAP / CAMS project.

Key Objectives

The key objectives of the project phase were to:

1. Transition knowledge from the implementation vendor to FDOR staff
2. Start planning for the second phase of the project
3. Provide call-center support for phase one
4. Identify regulatory issues that might prejudice success
5. Create a technical performance management plan.

Methodology

AMC reviewed and analyzed work activities, process areas, and staff. The result was a roadmap for FDOR of work to be done, and a staffing solution to do it.

Implementation

- SAP modules used included: BI Warehouse 3.5, CRM 4.0, Portal 6.0

Lessons Learned

In some circumstances where the anticipated change in working culture as a result of systems change is profound, government procurement of resources can benefit from a service-oriented rather than a more traditional staff-augmentation approach to human resource challenges. The route to success on similar projects begins with a very early HR impact assessment. AMC can help you map current to future state of your organization or enterprise and then define with you whether you are likely to benefit from switching to the service-oriented model.

Contact

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