

## **Role and responsibility of the ERP coordinator**

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1. He or she will coordinate between DNS team and users (taskforce).
2. It is recommended that during the first few months of implementation provide two persons as a team to coordinate ERP deployment. So we need two ERP coordinators per location. If there are two locations, say Head office and a factory, assign total four people.
3. This is a full time job; and not 'by the way' activity. 'If I get time I will coordinate' attitude is not at all good for the success of ERP. Roadmap or plan is prepared jointly with DNS implementer and ERP coordinator.
4. He or she need not be an expert programmer. Only basic IT knowledge is necessary. This is more of a taskmaster job who knows how to manage a time-bound project. Knowledge of Microsoft Project Management software or similar tool is welcome, but not a must.
5. Necessary training will be given to the extent required for smooth functioning of ERP system. He or she should follow instructions given by DNS team, without hesitation.
6. Some of the key tasks an ERP coordinator is expected to perform are as follows:
  - a. Learn how to assign user rights and password. This is crucial responsibility. The access rights to user are decided by the top management, but the ERP coordinator will do the necessary settings using the user friendly menu of security module of DNS.
  - b. Backup to be taken as per the guideline provided by DNS implementer.
  - c. Be present in all the meetings and training sessions.
7. He or she should be familiar with business process of the organization which is planning to implement DNS ERP. However, one person may not know all the business details, but should be able to call for the right person and coordinate the meetings as per the plan.
8. He or she will keep a logbook of training. Recording who has attended the training and for how many hours.
9. ERP coordinator must maintain the Proof of Concept (POC) file hardcopy as well as softcopy folder. Guidelines for the same will be given by ERP implementer.
10. The Conference Room Pilot or the CRP run is vital for proper ERP implementation. He or she must:
  - a. Monitor the master file creation and certification activity.
  - b. Monitor transaction data entry by users for the test run (CRP run).
  - c. Monitor closing balance data entry.
11. He or she will ensure that computer server network, internet connection, user computers are in good and working condition. Again, he or she need not be hardware expert but should be able to coordinate with the hardware and networking engineers.
12. In short you are providing the ERP coordinator to DNS ERP, on deputation, for few months. This is a special mission to carry out the complete business transformation. Please do not hesitate to discuss with us if you any clarification is required on any of points mentioned above.