Building an ERP Center of Excellence (CoE) Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Building an ERP Center of Excellence (CoE) Training Course is specifically designed to equip participants with the advanced knowledge and proven frameworks required to successfully establish, govern, and mature a high-impact ERP CoE, transitioning the ERP from a mere IT project to a core enabler of digital transformation and business process optimization. The course focuses heavily on establishing governance models, cultivating cross-functional alignment, and driving continuous ERP value realization to ensure long-term system health and strategic business alignment in a rapidly evolving technological landscape.

The necessity for a formal ERP CoE has been amplified by the widespread adoption of Cloud ERP and the integration of emerging technologies like AI and Machine Learning. A well-defined CoE serves as the central hub for Master Data Governance, system standardization, and enterprise-wide knowledge management, effectively mitigating the common risks associated with high-cost software investments and complex system landscapes. By centralizing expertise and implementing best practices for change management and user adoption, this course empowers leaders to transform their ERP system into a competitive advantage that fosters operational agility, improves data integrity, and sustains a culture of continuous improvement across the entire organization.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. Establish a clear ERP CoE Vision and strategic roadmap aligned with corporate goals.
2. Define and implement effective ERP Governance Models for decision-making and prioritization.
3. Master the principles of ERP Value Realization and benefits tracking.
4. Develop a robust framework for Master Data Management (MDM) and data quality.
5. Design and execute comprehensive ERP Change Management strategies.
6. Cultivate a culture of Cross-Functional Alignment between Business and IT stakeholders.
7. Implement a sustainable ERP Training and User Adoption program.
8. Define system Standardization and Best Practices across all ERP modules.
9. Optimize ERP system performance using Advanced Analytics and Reporting.
10. Integrate emerging technologies like AI in ERP and Intelligent Automation.
11. Build a high-performing, Skill-Centric CoE Team Structure and operating model.
12. Establish continuous System Optimization and Process Improvement cycles.
13. Effectively manage the complexities of a Two-Tier ERP Strategy

Target Audience

1. ERP Program/Project Managers
2. IT Directors & Senior Managers
3. Business Process Owners
4. ERP Functional and Technical Consultants
5. Change Management Leads and Organizational Development Staff
6. Enterprise Architects and Solution Architects
7. Senior Finance and Operations Executives
8. Master Data and Data Governance Specialists

Course Modules

Module 1: CoE Vision, Strategy, and Charter

- Defining the CoE Value Proposition.
- ERP CoE Visioning Workshop.
- Developing the CoE Operating Model

- Creating a formal CoE Charter
- Case Study: Analyzing a Fortune 500 companies shift from a siloed ERP support model to a centralized, value-driven CoE, focusing on initial KPIs.

Module 2: Governance and Decision-Making

- Establishing a Tiered Governance Structure
- Defining the Prioritization Process for enhancements and new projects.
- Funding and Financial Management for the CoE
- Developing a repeatable process for Scope Management and System Change Control.
- Case Study: A global manufacturer's system for vetting and approving new ERP module requests across multiple business units to prevent system fragmentation.

Module 3: Master Data and Process Standardization

- Principles of Enterprise Master Data Management (MDM).
- Designing and enforcing Data Governance policies and data ownership.
- Documenting and standardizing Global Business Processes (GBPs).
- Establishing a formal process for Data Quality monitoring and remediation.
- Case Study: A retail firm’s initiative to clean up their customer master data using the CoE framework, resulting in a 90% reduction in reporting errors.

Module 4: Change Management and User Adoption

- Structuring the CoE's Role in Change Management
- Developing a Role-Based Training Curriculum and content lifecycle.
- Techniques for overcoming User Resistance and System Apathy.
- Metrics for measuring User Adoption Rate and proficiency.
- Case Study: A large utility company's successful campaign to increase utilization of a new financial module through peer coaching and targeted, scenario-based training.

Module 5: Continuous Optimization and Value Realization

- Defining and tracking ERP Value Realization metrics and business benefits.
- Conducting ERP Health Checks and System Audits
- Implementing a continuous Process Improvement methodology
- Utilizing ERP Analytics to identify bottlenecks and process exceptions.
- Case Study: A logistics provider's CoE used process mining tools to identify and automate a critical invoicing bottleneck, leading to a 15% faster cash-to-order cycle.

Module 6: System Lifecycle and Technical Management

- Strategies for managing ERP Upgrades and Patching Cycles
- Building a System Integration Strategy and API governance.
- The CoE's role in Security, Risk, and Compliance management.
- Managing the relationship and contract with the ERP Vendor and third-party implementers.
- Case Study: A healthcare organization's strategy for managing frequent security patches and compliance updates across its integrated ERP and EMR systems.

Module 7: Talent Management and Team Building

- Identifying and securing Critical ERP Skill Sets

- Developing a Talent Pipeline and Career Path for CoE members.
- Strategies for effective Knowledge Transfer and retention.
- Structuring Hybrid/Virtual CoE Teams and promoting collaboration.
- Case Study: A manufacturing company's successful internal consultant program, converting high-performing end-users into internal ERP Subject Matter Experts

Module 8: Future of ERP and Innovation

- Exploring the impact of AI, Machine Learning, and Predictive Analytics on ERP.
- Developing an Intelligent Automation (RPA) strategy within the CoE.
- Managing the shift to Composable ERP and microservices architecture.
- Establishing an "Innovation Lab" for piloting new ERP features and capabilities.
- Case Study: A high-tech firm's CoE piloting a GenAI-powered conversational interface for the procurement process, demonstrating early-stage efficiency gains.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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