

## CHAPTER 7

### HUMAN RESOURCE FOR MIS IMPLEMENTATION

#### 7.1 Organization for MIS Implementation

The proposed MIS Implementation organization structure is developed from the power plant existing organization, that is all major staff are assigned to be part of the implementation organization. Figure 7-1 shows the organization Chart of the MIS implementation project. The job descriptions and responsibilities which are individually assigned of each major position are as follows:

##### 7.1.1 MIS Steering Committee

The power plant should establish a formal group and header to be the MIS manager from senior level managers of all departments and higher level respectively. This group called the MIS steering committee, is responsible for setting up priorities of information systems development project, making decision, controlling and monitoring implementation progress, etc; the details of responsibilities are as follows [2]:

- 1) Establishing priorities among information systems projects.
- 2) Setting guidelines for MIS architecture and infrastructure.
- 3) Approving project plans, schedules, and budgets.
- 4) Reviewing progress at major milestones; making "go" or "no-go" decisions.
- 5) Approving major hardware and program acquisitions.
- 6) Helping select and hire key MIS personnel
- 7) Setting high-level policy and standards

8) Providing advice and assistance to MIS Manager and other senior executives.

The Committee is assigned to work for the MIS Implementation project in part-time until the project is completed.

### 7.1.2 MIS Manager

The MIS manager should be a senior manager such as "Assistant Plant Director". The manager shall have authority to make decisions on behalf of the power plant and to commit himself on providing resources for training and all implementation activities. He should have a good understanding of the working practices, current policy of the power plant and procedures to follow up the policy and has to set up the Implementation team by choosing the staff who participates in the collection and preparation of all data that must be converted before MIS is applied at his power plant (the Implementation Team). The MIS Manager is responsible for:

- 1) Assigning work to the project teams and committing all resources those are required by the teams.
- 2) Monitoring the progress of work according to the project schedules.
- 3) Ensuring that administrative procedures are in schedules with respect to the delivery and acceptance of goods plans.
- 4) Meeting regularly with project teams to review the project status and to assist in the identification and resolution of problems.

The MIS Manager is assigned to work for the MIS Implementation project in part-time until the project is completed.

### 7.1.3 Implementation Team

There are four MIS Implementation Teams, they are Operation and Maintenance Management System (MMS), Supplies Management System, Financial Management System (FMS), and Human Resource Management System (HRMS). The Implementation Team is responsible for:

- 1) Collection and analysis of data to be entered into MIS Implementation project.
- 2) The team has been trained in the MIS function and type of data that must be entered.
- 3) Preparation and conversion of the required data.

The team should be the power plant staff with several years of experience at the power plant, also has some knowledge of the type of data required to support the MIS functions. The team is assigned to work in full-time for the duration of the MIS implementation.

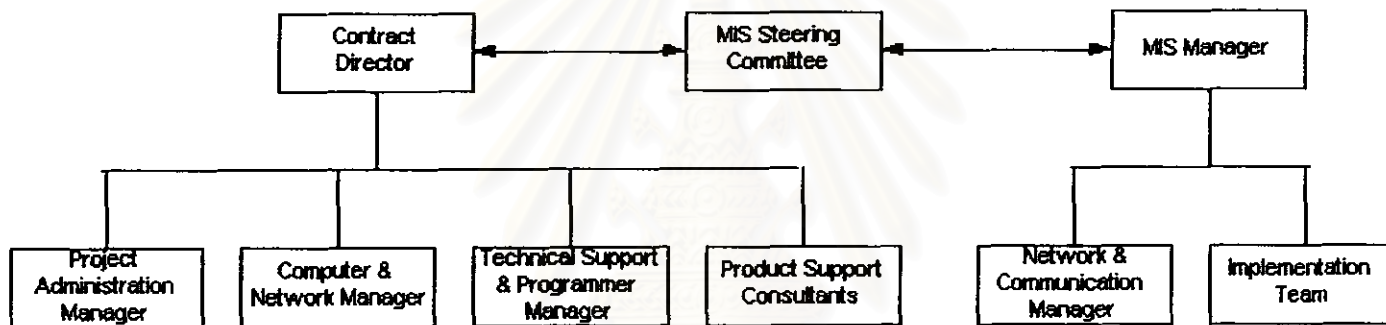


Figure 7-1. MIS Implementation Organization Chart

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#### **7.1.4 Network & Communication Manager**

This Network and Communication manager should have experience with the LAN and network environment and data communication equipment. The Manager is responsible for:

- 1) Procurement computer hardware and network requirement.
- 2) Coordinating the installation and acceptance of all hardware and network modification.

The team is assigned to work in part-time for the duration of the MIS implementation.

#### **7.1.5 Contract Director**

The Contract Director will be responsible for the commitment of company resources and for ensuring that all administrative procedures are followed with respect to the delivery and acceptance of products and services. The Director is responsible for:

- 1) Assign work to the project teams and committing all resources required.
- 2) Monitoring the progress of work against the project schedules.
- 3) Ensuring that administrative procedures are followed with respect to the delivery and acceptance of all products and services.
- 4) Reviewing and submitting project progress reports.
- 5) Meeting regularly with the power plant and Contract project teams to review the project status and to assist in the identification and solution of problems.

The Director should have experience in the management of software development projects. The Director must have the authority to make decisions related to the MIS

implementation on behalf of his organization and to commit resources to the project. He is to be assigned to the MIS project full-time until the project is complete.

#### 7.1.6 Product Support Consultants

There are four MIS Product Support Consultants for each MIS team. These Consultants are responsible for planning and coordination of all resources required in the project and technical support for the applications software. The Consultants should be familiar with Wang Noi's Power Plant working processes, and have a well understanding of the overall MIS implementation strategy, particularly, the work processes that concerns themselves in their application area. They are responsible for:

- 1) Setting the correct hierarchy and coding structure in the module for all positions of MIS's users.
- 2) Creating training materials, such as training manuals, presentation slide, etc., into specific items that customize the requirement of each user group.
- 3) Providing training for the Implementation Team and End users.
- 4) Analysis of data to be entered into the modules of application software.
- 5) Preparation and conversion of the required data.
- 6) Review of operational procedures and then giving a recommendation of such improvement to the Implementation Team, MIS steering committee and End-users.
- 7) Technical support for the applications software.

The team is assigned to work in full-time for the duration of the MIS implementation.

### **7.1.7 Technical Support and Programmer Manager**

Contractor should provide the Technical Support and Programmer Manager. The manager is responsible for:

- 1) Installation the application software, maintenance and tuning of the computer system's parameters.
- 2) Design and development of any reports that may be required by users.
- 3) Modifying and updating to the application software.
- 4) Providing End-users with consultative services and technical support on software problems and usage.

The team is assigned to work in full-time for the duration of the MIS implementation.

### **7.1.8 Computer and Network Manager**

The Computer and Network Manager is provided by the Contractor. The manager should have experience in a computer hardware, network and Local Area Network (LAN). He is responsible for:

- 1) Classifying an End-user for accessing MIS
- 2) A designing for configurations in order to meet the current and forecast requirement of the power plant.
- 3) Evaluating and making recommendation of network solution that conforms to End-users need both in network configurations and performance specification.
- 4) Installation Network (WAN, LAN) for supporting the implementation.
- 5) Installation and testing of all computer and network modifications.

- 6) Providing technical support, specifically in the area of networking.
- 7) Conduct training.

The team are assigned to work in part-time for the duration of the MIS implementation.

#### 7.1.9 Project Administration Manager

The Contractor provides the Project Administration Manager. The MIS project requires function and composition of the project office to complete the administration. Project Administration Manager is responsible for:

- 1) Consolidating all schedule-based progress information, maintaining the master copy of the project database, and distributing the reports required after each progress update cycle.
- 2) Supporting to the implementation teams for maintaining their lower level schedules.
- 3) Cost analysis and maintain the cost database for the project, including generation of cost monthly reports.
- 4) Arranging the training facilities.
- 5) Monitor the budget of MIS Implementation project.

The team is assigned to work in full-time for the duration of the MIS implementation.



## 7.2 Staffing for MIS Implementation

In each of the major implementation activities, there are Contractor and the power plant staff working together to ensure that the required product knowledge is transferred to the power plant staff as much as possible during the MIS implementation. Table 7-1 shows the staffs required for the Supplies management system implementation (man-days) by month. Contractor and the power plant staff are shown separately. Table 7-2, Table 7-3 and Table 7-4 provide the same information for the Operation and Maintenance Management System (MMS), Technical & Network support, and Support staff implementation resource requirements. The resources in these tables are estimated staff required during twelve months plan.

Table 7-5 and Table 7-6 show estimates of human resources required to complete the Financial Management System (FMS) and Human Resource Management System (HRMS) implementation.

All table 7-1 to 7-6 show description of required positions for the MIS implementation. These positions are the same listed in Table 8-1. Column M1, M2 and other show estimation of man-days used in first, second and consequential months of each year. Each monthly column has F and P that are stand for "Full time" and "Part time" support

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Table 7-1. Wang Noi and Contractor Resources Requirement for Supplies Management System

Description	Year 1 (Man-day)																								
	M1		M2		M3		M4		M5		M6		M7		M8		M9		M10		M11		M12		
	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	
WANG NOI																									
MAMS Implementation Team											100		100		100		100		100						
CONTRACTOR																									
Product Support Consultants			5		20		60		60		100		100		100		100		100						
Technical Support Staff							20		20		20		20		20		20		20						
Programmer Staff													20		20		20		20						

Note: M1 : First Month

F : Full Time Support

M : Part Time Support

Table 7-2. Wang Noi and Contractor Resources Requirement for MMS

Description	Year 1 (Man-day)																							
	M1		M2		M3		M4		M5		M6		M7		M8		M9		M10		M11		M12	
	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P
WANG NOI																								
MMS Implementation Team											80		80		80		80		80		80		80	
Data Preparation Staff											30		30		30		30		30		60		60	
CONTRACTOR																								
Product Support Consultants			2		40				100		100		100		100		100		100		100		100	
Technical Support Staff									20		20		20		20		20		20		20		20	
Programmer Staff													20		20		20		20		20		20	

Description	Year 2 (Man-day)																							
	M1		M2		M3		M4		M5		M6		M7		M8		M9		M10		M11		M12	
	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P
WANG NOI																								
MMS Implementation Team	40		40		40																			
Data Preparation Staff		20		20		20																		
Network and Communication Staff																								
CONTRACTOR																								
Product Support Consultants																								
Technical Support Staff	20		20		20																			
Programmer Staff																								

Note: M1 : First Month

F : Full Time Support

M : Part Time Support

Table 7-3. Wang Noi and Contractor Resources Requirement for Computer and Network Staff

Description	Year 1 (Man-day)																							
	M1		M2		M3		M4		M5		M6		M7		M8		M9		M10		M11		M12	
	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P
WANG NOI																								
Network and Communication Staff												20						20					20	
CONTRACTOR																								
Computer and Network Staff												20						20					20	

Description	Year 2 (Man-day)																							
	M1		M2		M3		M4		M5		M6		M7		M8		M9		M10		M11		M12	
	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P
WANG NOI																								
Network and Communication Staff									10				10											10
CONTRACTOR																								
Computer and Network Staff							20				20													20

Description	Year 3 (Man-day)																							
	M1		M2		M3		M4		M5		M6		M7		M8		M9		M10		M11		M12	
	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P
WANG NOI																								
Network and Communication Staff									10						10									
CONTRACTOR																								
Computer and Network Staff							10								10									

Note: M1 : First Month  
 F : Full Time Support  
 M : Part Time Support

Table 7-4. Wang Noi and Contractor Resources Requirement for Support Staff

Description	Year 1 (Man-day)																								
	M1		M2		M3		M4		M5		M6		M7		M8		M9		M10		M11		M12		
	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	
WANG NOI																									
MIS Manager	1				1		4		4		4		4		4		4		4		4		4		4
MIS Steering Committee	5				5		20		20		20		20		20		20		20		20		20		20
CONTRACTOR																									
Contractor Director	1				20		20		20		20		20		20		20		20		20		20		20
Technical Support & Programmer Manager					4		4		4		4		4		4		4		4		4		4		4
Computer and Network Manager					4		4		4		4		4		4		4		4		4		4		4
Project Administration Manager					20		20		20		20		20		20		20		20		20		20		20
Project Support Staff					60		60		60		60		60		60		60		60		60		60		60

Note: M1 : First Month

F : Full Time Support

M : Part Time Support

Table 7-4. Wang Noi and Contractor Resources Requirement for Support Staff (Continue)

Description	Year 2 (Man-day)																							
	M1		M2		M3		M4		M5		M6		M7		M8		M9		M10		M11		M12	
	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P
MIS Manager								1		4		4		4		4								
MIS Steering Committee								5		20		20		20		20								
CONTRACTOR																								
Contractor Director							20		20		20		20		20									
Technical Support & Programmer Manager							4		4		4		4		4									
Computer and Network Manager							4		4		4		4		4									
Project Administration Manager							20		20		20		20		20									
Project Support Staff							60		60		60		60		60									

Note: M1 : First Month

F : Full Time Support

M : Part Time Support

Table 7-4. Wang Noi and Contractor Resources Requirement for Support Staff (Continue)

Description	Year 3 (Man-day)																							
	M1		M2		M3		M4		M5		M6		M7		M8		M9		M10		M11		M12	
	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P
MIS Manager								1		4		4		4		4		4						
MIS Steering Committee								5		20		20		20		20		20						
CONTRACTOR																								
Contractor Director							20		20		20		20		20		20							
Technical Support & Programmer Manager								4		4		4		4		4		4						
Computer and Network Manager								4		4		4		4		4		4						
Project Administration Manager							20		20		20		20		20		20							
Project Support Staff							60		60		60		60		60		60							

Note: M1 : First Month

F : Full Time Support

M : Part Time Support

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Table 7-5. Wang Noi and Contractor Resources Requirement for FMS

Description	Year 2 (Man-day)																							
	M1		M2		M3		M4		M5		M6		M7		M8		M9		M10		M11		M12	
	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P
WANG NOI																								
FMS Implementation Team									100		100		100		100									
CONTRACTOR																								
Product Support Consultants							100		100		100		100		100									
Technical Support Staff							20		20		20		20		20									
Programmer Staff									20		20		20		20									

Note: M1 : First Month

F : Full Time Support

M : Part Time Support



Table 7-6. Wang Noi and Contractor Resources Requirement for HRMS

Description	Year 3 (Man-day)																							
	M1		M2		M3		M4		M5		M6		M7		M8		M9		M10		M11		M12	
	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P
WANG NOI																								
HRMS Implementation Team									100		100		100		100		100							
CONTRACTOR																								
Product Support Consultants							20		20		20		20		20		20							
Product Support Consultants (Local)							60		60		60		60		60		60							
Technical Support Staff							20		20		20		20		20									
Programmer Staff											20		20		20		20							

Note: M1 : First Month

F : Full Time Support

M : Part Time Support