



Klee Associates, Inc.  
[www.ERPtips.com](http://www.ERPtips.com)  
[Andy.Klee@ERPtips.com](mailto:Andy.Klee@ERPtips.com)  
Tel: 1-970-856-4811

**JDE 2009 Training Survey Results**  
**Survey conducted: July, 2009**

<b>Are you a client or a consultant?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Client	87.6%	191
Consultant	12.4%	27
	<b><i>answered question</i></b>	<b>218</b>
	<b><i>skipped question</i></b>	<b>0</b>

**Comments:**

Consultants were directed to the end of the survey, therefore all the remaining questions had at least 27 people who did not respond.

## JDE 2009 Training Survey Results

Do you use EnterpriseOne or World?		
Answer Options	Response Percent	Response Count
EnterpriseOne	77.8%	144
World	22.2%	41
	<b><i>answered question</i></b>	<b>185</b>
	<b><i>skipped question</i></b>	<b>33</b>

### Comments:

No surprise here. I think this would pretty closely track the JDE client base, which I estimate to be 25% World, 75% EnterpriseOne.

What version of EnterpriseOne are you running presently?		
Answer Options	Response Percent	Response Count
Xe/8.0	26.8%	37
8.9	2.2%	3
8.10	23.2%	32
8.11	18.8%	26
8.12	29.7%	41
9.0	2.9%	4
Unknown	2.2%	3
	<b><i>answered question</i></b>	<b>138</b>
	<b><i>skipped question</i></b>	<b>80</b>

### Comments:

Xe/8.0 customers are still getting value from their software, after 10-12 years. Might be time for an upgrade! On the other hand, who needs to use a mouse for heads down data entry?

## JDE 2009 Training Survey Results

### Do you have any plans for an upgrade in the next 12 months? If so, to what release?

Answer Options	Response Percent	Response Count
8.12	6.8%	9
9.0	30.1%	40
9.1	3.8%	5
No upgrades are planned for the next 12 months.	42.1%	56
Unknown	20.3%	27
<b>answered question</b>		<b>133</b>
<b>skipped question</b>		<b>85</b>

### What version of World do you use now?

Answer Options	Response Percent	Response Count
A7.3	61.3%	19
A8.1	12.9%	4
A9.1	6.5%	2
A9.2	9.7%	3
Other (please specify)	9.7%	3
<b>answered question</b>		<b>31</b>
<b>skipped question</b>		<b>187</b>

#### Other Responses:

Both A7.3 and A9.1  
 A7.3 upgrading to A9.2  
 unknown

#### Comments:

I didn't even want to ask about anything prior to A7.3. There are probably a few who are on A5.4, but heaven help anyone who is on A6.1. World customers, you know what I mean.

### Are you or other company employees interested in attending public, live, instructor-led, World classes?

Answer Options	Response Percent	Response Count
Yes	78.8%	26
No	21.2%	7
<b>answered question</b>		<b>33</b>
<b>skipped question</b>		<b>185</b>

#### Comments:

There seems to be quite a bit of pent up demand for live World classes, something that Oracle hasn't offered for the last few years.

## JDE 2009 Training Survey Results

Please indicate which classes would be of interest to you in the next 12 months:

Answer Options	Response Percent	Response Count
General Ledger – 4 days	57.9%	11
Accounts Receivable – 4 days	36.8%	7
Accounts Payable – 3 days	42.1%	8
Fixed Assets – 3 days	36.8%	7
Financials Overview (G/L, A/R, A/P) – 4 days	63.2%	12
Inventory Management – 3 days	42.1%	8
Procurement – 4 days	36.8%	7
Sales Order Management – 5 days	15.8%	3
Advanced Pricing – 3 days	26.3%	5
Distribution Overview (Inventory, Procurement, Sales) – 4 days	26.3%	5
Manufacturing – 5 days	15.8%	3
Manufacturing Accounting – 3 days	21.1%	4
WorldWriter – 2 days	47.4%	9
FASTR – 2 days	36.8%	7
World RPG programming – 4 days	36.8%	7
Other (please specify)		7
	<b>answered question</b>	<b>19</b>
	<b>skipped question</b>	<b>199</b>

Other Responses:

- Property Management, Technical Foundations
- Equipment & Plant Maintenance
- Payroll
- Payroll/Reconciliation
- HR-Payroll
- Payroll

### Comments:

Interest in World classes appears to be spread across many possible topics.

*Questions 8, 9, 10, and 11 were about the logistics of offering World classes. We are working with Oracle University to see if they will consider working with JDEtips University to offer these classes.*

## JDE 2009 Training Survey Results

What is your biggest JDE training challenge?		
Answer Options	Response Percent	Response Count
Lack of configuration knowledge within our staff -- resulting in instability and additional cost/delays in implementing changes.	18.1%	26
The lack of alternatives for JDE configuration training. Few classes are available.	11.1%	16
The only formal training received was during the implementation phase: employee turnover, job reassignments, and time passing have resulted in knowledge being lost.	26.4%	38
We're thinking about implementing a new module or function; we would like to know the configuration tips and gotchas learned by others.	13.2%	19
End user training.	31.3%	45
	<b><i>answered question</i></b>	<b>144</b>
	<b><i>skipped question</i></b>	<b>74</b>

### Comments:

The first four answer options split the "configuration level training" votes. If we had a do-over on this question I would have had "configuration level training" and "end user training" as the only two options. Followed by a more detailed question on each area.

## JDE 2009 Training Survey Results

**If end user training is a hot button at your company, what do you think could be done to improve end user training?**

Answer Options	Response Percent	Response Count
		46
	<i>answered question</i>	<b>46</b>
	<i>skipped question</i>	<b>172</b>

Number	Response Text:
1	More online training would be ideal, as costs for onsite training are not in the budget.
2	Make it free.
3	Hoping UPK help solve some of these issues.
4	Standardization documentation and implementing UPK tool.
5	Make the company pony up the money.
6	Having management support the end user training.
7	Have basic JDE training classes as a requirement of the onboarding process. Instead of leaving training up to the department. Have more formal training plans.
8	Provide HR/Payroll/Benefits training. You don't offer it at all. Very few articles in JDE Tips.
9	I was going to check the response regarding implementation training but answer not sufficient. XYZ company implemented E1 here and not only did a poor job of training, but also a poor job at configurating. As new Business Systems Analyst here at ABC, I have my work cut out for me.
10	In today's economic environment, expenditures of "green \$" are not being allotted for end user training.
11	UPK is a great tool that we've used but it's expensive. Because we have custom mods and different configuration it's hard to outsource this piece.
12	We provide end user training internally. We need tech training for new programmers.
13	We are trying to use the Oracle UPK tool.
14	Virutual basic training for ened users.
15	I don't know.
16	We are a government entity, so training specific to those needs would be helpful. Also, users need to see the connection between JDE and their jobs more clearly.
17	Small semi-repetitive training sessions.
18	Use something like UPK (User Productivity Kit) to record training on the process, explanation and operation in JDE to provide the training online.
19	File structure, F01, F03, F04, F09, F42 basics. World Writer, FASTR. Versions, Data Selection, Processing options.
20	Offer World classes
21	We need Traininers.
22	We have never had a budget for end user training, so that would be a good start. On site training with our data would probably be best. But since we have not had any formal training yet, I don't know how it could be improved.
23	There is no Homebuilder training.
24	Have middle management take ownership over their processes that relate to JDE.
25	Formal program to keep information current and ensure it is being reviewed regularly.

- 26 The users need to understand what their actions actually do within the program. They have a very "I was told to click here and type in this and hit enter" mentality. They have no idea "what" they are doing, just where to put data.
- 27 Let people pick training specific to their job.
- 28 Looking at on-line options, specialised key stakeholders, etc.
- 29 We are looking at using UPK when we go to 9.0.
- 30 Loving the UPK training tool.
- 31 Prepare comprehensive training material and introduce the business process combining with system operation by demonstration.
- 32 Increase Training classes availability.
- 33 We write a lot of manuals ourselves but most of the time end users read them once and forget about them.
- 34 Internal management motivation.
- 35 A more comprehensive and end-user friendly manual.
- 36 It is very hard to say!
- 37 Actually, a management 'change of heart'. Training dollars always seem to be the first thing that gets cut during a budget crunch time.
- 38 This is a top level Executive/Manager buy-in issue.
- 39 Improve business processes and then deliver process based training to end users.
- 40 The ready availability of quick one-hour sessions on topics, that users can access on-line. Most users could use refresher courses from time to time, so breaking topics into beginner, intermediate, advanced courses would target the right audience.
- 41 Special trainee programs, with supervision.
- 42 We have so much customization in our environment that end user training needs to be done by the specific functional area that 'owns' the module.
- 43 We are able to handle that part well.
- 44 On-line availability.
- 45 Get some. Almost none of the end users who received any training at implementation are with the company today. Those that remain have had second-hand training at best or no training at worst and there is no budget for further training.
- 46 Offer procurement training for 8.12.

**Comments:**

UPK is popular, but probably an expensive and time consuming solution for some companies. Quick reference cards, anyone?

## JDE 2009 Training Survey Results

Have you taken or offered any online, virtual training?		
Answer Options	Response Percent	Response Count
Yes	42.0%	63
No	58.0%	87
	<b><i>answered question</i></b>	<b>150</b>
	<b><i>skipped question</i></b>	<b>68</b>

What is your present approximate mix of virtual online training and classroom training on JD Edwards at your company?		
Answer Options	Response Percent	Response Count
0% virtual / 100% classroom	43.0%	64
20% virtual / 80% classroom	17.4%	26
40% virtual / 60% classroom	2.7%	4
50% virtual / 50% classroom	2.7%	4
60% virtual / 40% classroom	2.7%	4
80% virtual / 20% classroom	3.4%	5
100% virtual / 0% classroom	1.3%	2
Unknown	26.2%	39
	<b><i>answered question</i></b>	<b>149</b>
	<b><i>skipped question</i></b>	<b>69</b>

### Comments:

If you do the math, and I did, the average client answering this question has a mix of 12% virtual, and 88% classroom training today. Keep that in mind when you look at the results from the followup question, next.

## JDE 2009 Training Survey Results

**What is your preference for how training courses are delivered? You can select more than one option. (We are currently evaluating various web training options, so your answers here influence our future direction).**

Answer Options	Response Percent	Response Count
Onsite (at your workplace)	46.4%	64
JDEtips training centers in Boulder, CO and Dallas, TX	31.9%	44
Over the web – live, virtual training	56.5%	78
Over the web - pre-recorded webinars	42.0%	58
Other (please specify)	12.3%	17
	<b>answered question</b>	<b>138</b>
	<b>skipped question</b>	<b>80</b>

### Number Other Responses:

- 1 Local training in Southern California.
- 2 JDEtips training on the east coast.
- 3 Onsite or @ JDEtips is best, but cost prohibitive 'these' days. Online would be best.
- 4 Offsite training classes at schools or other companies.
- 5 Need HR/Benefits/Payroll options.
- 6 Got a nice training center in Hawaii?
- 7 Web training (live or recorded) and perhaps some JDEtips training locally in southern California.
- 8 We're in Ontario, Canada, so something close to home is preferred.
- 9 End Users - at office. Analysts - online or travel.
- 10 Online Web would be good, but time is an issue (Australia - time zone difference).
- 11 Need documents on JDE to do test steps by steps.
- 12 Public classes.
- 13 Instructor led training.
- 14 Something in the UK.
- 15 Steltix Utrecht - we are a Belgium Company so USA is a bit far for us.
- 16 DVD/CD
- 17 Geared to our setup and industry.

### Comments:

The mix of virtual vs online training will change over the next few years. At JDEtips we hope to have our first live, virtual classes available in early 2010.

**One thing we won't do is expect students to sit in front of their workstations eight hours a day for 24, 32, or 40 hours of instruction. I don't see that as an effective way to deliver live, virtual training.**

## JDE 2009 Training Survey Results

### Would you like to see a certification program for JD Edwards for:

Answer Options	Response Percent	Response Count
Clients?	55.1%	75
Business Partners consultants?	21.3%	29
Independents?	15.4%	21
Oracle/JDE employees?	17.6%	24
I don't think certification is necessary.	32.4%	44
	<b><i>answered question</i></b>	<b>136</b>
	<b><i>skipped question</i></b>	<b>82</b>

#### Comments:

Certification--a subject of an upcoming blog. To keep up with my JD Edwards blog, go to the link below and subscribe to the feed. We'll be sharing this data with Oracle.

<http://it.toolbox.com/blogs/jdedwards>

### Are you interested in JD Edwards certification for yourself?

Answer Options	Response Percent	Response Count
Yes	58.0%	80
No	42.0%	58
	<b><i>answered question</i></b>	<b>138</b>
	<b><i>skipped question</i></b>	<b>80</b>

#### Comments:

Clients have never had the opportunity to have their level of JD Edwards knowledge certified.

### Have you attended any JDEtips training, either onsite or public classes?

Answer Options	Response Percent	Response Count
Yes	41.0%	57
No	59.0%	82
	<b><i>answered question</i></b>	<b>139</b>
	<b><i>skipped question</i></b>	<b>79</b>

#### Comments:

I wish I could say that we serve 41% of JD Edwards clients (in North America). So, this number reveals that the people responding to the survey are more likely to be JDEtips/Klee Associates customers than the general JDE client population.

## JDE 2009 Training Survey Results

How do you rate the following training programs? (5 = excellent, 4 = very good, 3 = satisfactory, 2 = poor, 1 = very poor) Leave blank if you don't have an opinion.

Answer Options	5	4	3	2	1	Response Count
JDEtips University (public or onsite)	19	28	14	2	1	64
Oracle University	3	16	22	5	3	49
Other	1	12	6	2	2	23
<i>answered question</i>						<b>91</b>
<i>skipped question</i>						<b>127</b>

### Comments:

73% of respondents rated JDEtips training as excellent or very good.

38% of respondents rated Oracle training as excellent or very good.

**So we aren't twice as good as Oracle University, just 1.92 times as good.**

## 2009 JD Edwards Training Survey

How do you rate the likelihood that you would attend classes from these vendors in the future?

Answer Options	likely	somewhat likely	somewhat unlikely	unlikely	Response Count
JDEtips University (public or onsite)	38	50	15	9	112
Oracle University	21	33	22	23	99
Other	11	10	2	8	31
			<i>answered question</i>		<b>120</b>
			<i>skipped question</i>		<b>98</b>













