

Change management applying comparison of different versions of Dynamics AX

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Microsoft Dynamics AX continuously extends functional and technical approaches. Former Axapta and Navision applications are being replaced with the modern and smart AX and NAV solutions, like the other Dynamics modules and components. A brand new MS Dynamics implementation follows standard methodologies of Sure Step. However, companies, where one can find former Microsoft ERP systems, like Axapta or Navision, face to several change management issues and problems. One can figure out that business requirements for Software change management depend on specific business functions, industry, technologies and so on.

An organizational change management usually comes with organizational developments as well. The purpose of change management is to minimize the negative impacts on the organization and to avoid concerns. There are some different types of change management: changing the behavior of the personnel; technological changes; operational and structural changes; strategic and mission changes. The changes, which affect Dynamics AX, come from operational, structural and technological sides. The organizational change management should start with detailed description of the current situation, and after that focusing on the need of change and the ability of change. The objectives, content, and the process all should be part of the organizational change management plan. It uses the following techniques: performance metrics such as financial results, operational efficiency, leadership commitment, communication effectiveness. The perceived need for change to plan the appropriate strategies, in order to avoid change failures or solve troubled change projects. It is also important to make a clear governance and organizational model of the company, which is suited and aligned to the expectations of the company

This paper tries to introduce an agile way for business change management in Microsoft Dynamics environment and determine its usability in changing business environment. The comparison of different business requirements is made in different MS Dynamics business change issues.

Sustainability is one of the core factors of developing Dynamics AX 2012. One of the key aspects was to speed up the business and technological process of upgrading from the previous versions to AX 2012. Sure Step is the official software process for Dynamics AX. This is the tool of defining process phases, milestone roles, artifacts, cross phase processes, additional project management processes. Agile implementation model is an iterative, incremental process for developing Microsoft Dynamics Solutions. This Project Type gives customers greater control over the final solution because they can quickly change the direction of solution development and implementation from one sprint cycle to the next. It focuses delivering the whole functionality in smaller chunks, within a series of smaller developing series. By delivering and accepting smaller parts of development, the risk of the customer will not get the solution needed is smaller.

Our study tries to discover the options to build up the change management process flows within AX systems, and check the possible ways of creating them. We try to take a step forward to extend these workflows by using test driven software development methods.

Keywords: Change Management, Microsoft Dynamics AX, CRM, GP, NAV.