

## Course Outline

- Getting Around the App (2 hrs)
- Getting Your Organization Ready for Users (4 hrs)
- Setting Up and Managing Users (2 hrs)
- Security and Data Access (4 hrs)
- Object Customizations (8 hrs)
- Managing Data (6 hrs)
- Reports and Dashboards (6 hrs)
- Automation (2 hrs)
- Managing the Support Process (6 hrs)

### Trainer's Profile

Mike Wee, Senior Lecturer – School of ICT, Ngee Ann Polytechnic

A well-rounded and dynamic IT professional, Mike has more than 20 years of working experience in using, deploying, supporting and teaching Enterprise Systems. The companies he has worked for includes BMW, Daimler and HP.

Mike is familiar with enterprise systems. He is certified in both ERP (SAP) and CRM (Salesforce) enterprise systems.

He is also a certified SCRUM Master and is ACTA certified.

He is a full-time educator and teaches both full time students (young adults) and part time students (adult learners) the intricacies of enterprise systems, from ERP to CRM to Analytics and Machine Learning.

Mike holds a Master Degree in Business Administration (MBA) from Nanyang Business School, Nanyang Technological University (NTU) and a Master of Education (MEd) from University of Adelaide. He also holds a Bachelor Degree (Honors) in Mechanical Engineering from Nanyang Technological University.

In his spare time, Mike builds and flies quadcopters and “enjoys” crashing them.