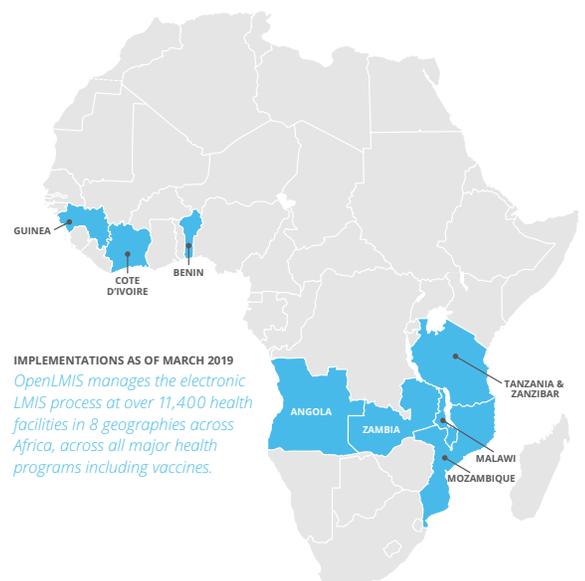




# Getting Started Guide

Implementing any new electronic logistics management information system (LMIS) is a long term commitment that takes significant time and effort at all phases of the project. Ministries of Health and other stakeholders should use this guide to understand the OpenLMIS software implementation process, including key steps in planning, rollout, resources required, and critical success factors.

Every implementation of OpenLMIS will be slightly different, therefore you may find that certain information in this guide doesn't apply or that you prefer to follow steps in an alternate order. With any OpenLMIS implementation, be flexible to be successful!



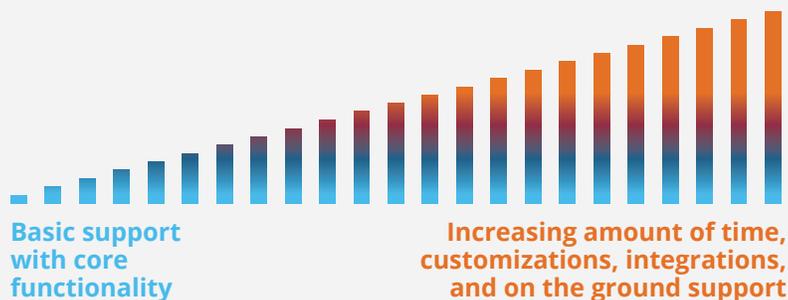
# Who implements OpenLMIS?

OpenLMIS relies on a strong network of **'Trusted Partner'** organizations to support Ministries of Health and other stakeholders to implement OpenLMIS from both a technical and project management perspective. Trusted Partner organizations are experts in OpenLMIS, global health, supply chain and technology.



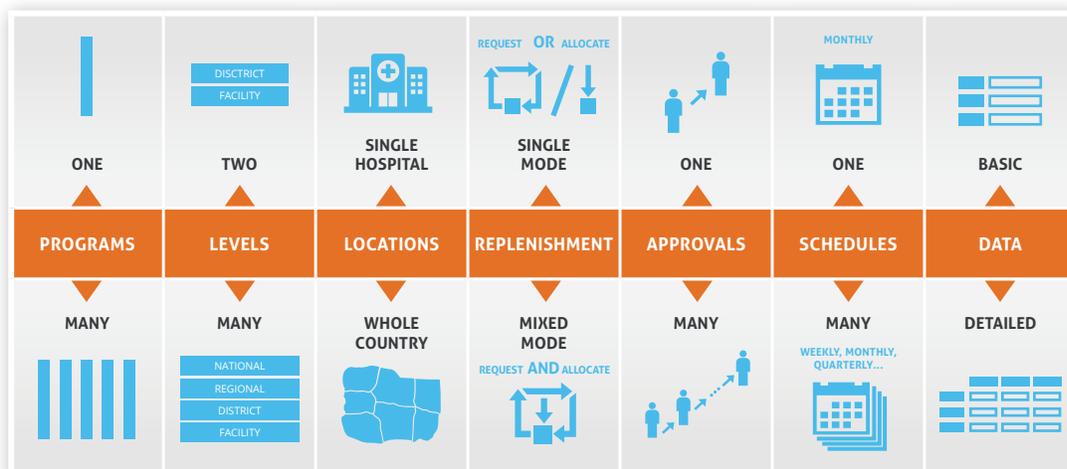
## Range of implementation support offerings

The level of implementation support offered is flexible, and customized based on a country's specific needs:



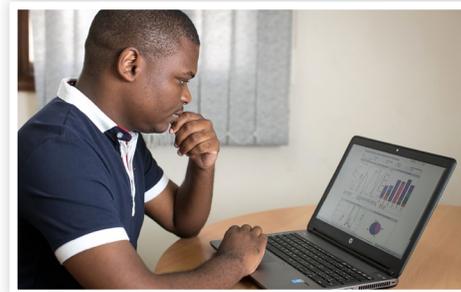
# What are the first steps to take in preparing for an OpenLMIS implementation?

- 1 High level requirements gathering**  
Determine the high-level business processes that are needed in your desired new software.
- 2 Select OpenLMIS as your desired eLMIS system**  
This should be done only after evaluating your system requirements and program needs. If you aren't sure, then consider organizing a site visit to a current implementing country to learn more!
- 3 Determine the scope of the implementation**  
How many facilities will use it? Which health products will be included? What will the workflow look like? Who will approve orders?



## 4 Assemble an implementation team

- Identify implementing partner/s (ie: OpenLMIS Trusted Partners) and/or other internal staff to support software development and implementation
- Implementing partners and customer agree on a scope of work, timeline, and budget
- Implementation teams should have these skills:
  - ✓ **ICT infrastructure setup**
  - ✓ **System maintenance**
  - ✓ **Requirements definition**
  - ✓ **Stakeholder management**
  - ✓ **Testing/QA**
  - ✓ **Training & user support**
  - ✓ **Configuration/customization**



## What are the preconditions for getting started?



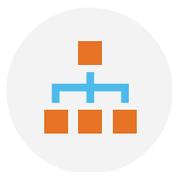
### Secure funding

Although the software code is free to use, there are still many significant costs. Working with partners and donors to estimate and secure these costs prior to implementation is key. OpenLMIS does not provide implementation funds.



### Stakeholder buy-in

Due to the large scale of OpenLMIS implementations, political alignment is needed. Country-level stakeholders at all levels should be engaged early and remain active participants throughout the process.

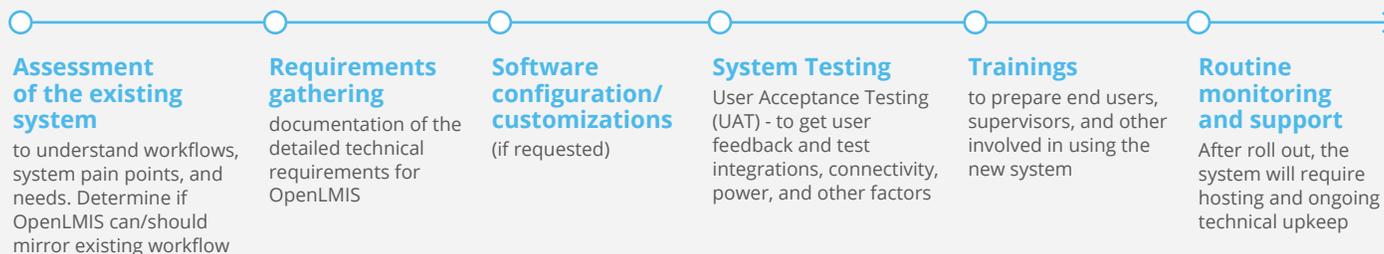


### Project governance established

Governance structures will need to be agreed upon to clarify stakeholder responsibilities and streamline project decision-making.

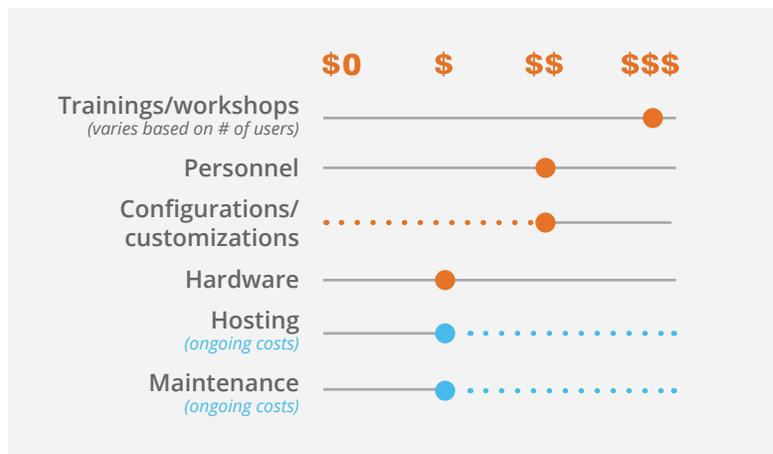
## Technical System Rollout components

### Continued Stakeholder Coordination Throughout Implementation



# What are the main cost considerations?

- Total costs vary widely, depending on the number of sites and intended users, as well as the level of implementation support provided.
- Implementations are often funded, at least in part, by international donor agencies who are investing in efficient health supply chains.



# Critical success factors



## Stakeholder mobilization

Implementing a national scale electronic system requires engaging with multiple levels of in-country stakeholders (MoH, donors, partners) to ensure that their perspectives are integrated. This coordination is essential and takes time.



## Patience and flexibility

The preparation phase of aligning funding and stakeholders can take many months. Expect a national-level implementation to take anywhere from 6 months to over 1 year to be rolled out.



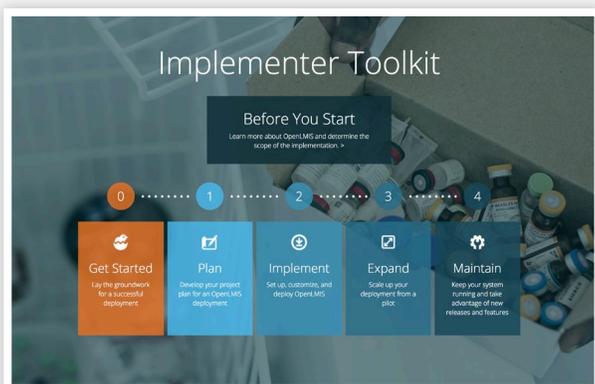
## Carefully evaluate whether core OpenLMIS features are sufficient

Introducing new features, (and thus new processes for system users) will increase costs and elongate your timeline, particularly for UAT and requirements.



## Think about the big picture

Plan for ongoing support of the system to ensure its sustainability. After the initial roll out there will be ongoing costs and maintenance needs, as well as considerations for expansion and system updates.



## Learn More

For more detailed guidance and tools, consult our Implementer Toolkit at <http://openlmis.org/get-started/implementer-toolkit>



For inquiries or to request a demonstration, email [info@openlmis.org](mailto:info@openlmis.org)