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[IT Applications / Technical / E-learning / Professional Development Training]



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Case Studies

ILT TRAINING CASE STUDY

A smooth migration from Novell to Microsoft

Last year South Gloucestershire Council embarked on a project to move from a predominantly Novell-based platform to Microsoft. With the aim of improving system integration to help with deploying new services and rationalising data storage, the Council were looking to form a partnership with a training provider to deliver a suitable training programme.

As part of the project, codenamed Morpheus, the council needed to train its 2,500 staff members on the use of Microsoft Outlook to ensure a smooth transition from Novell GroupWise. Computerworld were chosen to design, tailor and deliver training sessions which were to include the basic use of email and calendar as well as general email best practice and council policy.



A three stage approach

Firstly, initial consultations were held to establish the type of training required and the logistics behind training of this nature. The outcome was to be three hour ILT sessions whilst delegates had their PCs upgraded.

Secondly, Computerworld advised South Gloucestershire Council on the type of content that could be delivered within the three hour time scale. It was important to include new council policy regarding email i.e. folder size, content, storage and general best practice, and also to include general details as to why the council were making changes to their IT infrastructure. Computerworld also designed and developed course material specifically tailored for the Council.

Lastly, over a targeted six month period, Computerworld successfully delivered Instructor-Led-Training to 40-60 delegates per day. The challenge – to deliver training to South Gloucestershire Council staff at the same time as their IT department made essential changes and upgrades to their PCs – was met with minimal disruption.

Tim Peters, ICT Manager said: "Working with ComputerWorld in this way meant that we could focus our resources on the tasks we needed to do and feel confident that the training would be delivered to the required standards. In addition, we were able to include the specific messages we needed to pass on to delegates."



BLENDED LEARNING CASE STUDY

The best laid plans of police and men...

Earlier this year Bedfordshire Police purchased a new crime recording system that would enable paper free processes, therefore training would not just cover how to use the new system, but new processes had to be defined, understood and cascaded.

The Crime Recording System would completely change the way in which Bedfordshire managed crime, impacting throughout the force, as 'real time crime recording' resulted in the revision of procedure, processes and infrastructure. On an individual level, every person involved would now be accountable, so a change of attitude was also imperative. The project affected all staff with investigation responsibility – all of whom had varying degrees of IT literacy.

Choosing a blended solution

The training department was facing a huge classroom-based training requirement of 2400 days with the reality that the force only had four IT trainers and two IT classrooms! With an already stretched budget the opportunity to outsource resource was limited, so Mark Buckton and his team made a decision to use Computerworld Training who provided OnDemand Personal Navigator, plus they used workshops and 'champions' as part of a blended approach.

It was critical that training was cost-effective and timely, and provided 24/7 accessibility to minimize the disruption of shift patterns. Classroom-based training was used to deliver training on victim care, business process changes, personal responsibility and to introduce the concept of computer-based training via OnDemand. Mark's team took a proactive approach to marketing the E Learning concept, and it was decided that OnDemand would be deployed via the intranet and promoted through briefings and posters to cover topics not covered by classes.

The choice of delivery method proved to be fortuitous in more ways than one. With the late arrival of the training system software, an immovable go-live date and limited training material, classroom based delivery would not have been possible within the required timeframe. OnDemand allowed modular training to be deployed immediately across the organisation as it was developed.

Whilst the project has identified a number of areas where the blended approach to learning could have been enhanced, the use of electronic delivery of training using OnDemand has been a significant success. It allowed the deployment of easily accessible and cost effective learning to around 1200 people, available at a time to suit them and with minimum abstraction from the workplace. Ultimately this approach enabled a transition that achieved competent use of a new IT system across the organisation.

Computerworld Training also continues to provide full support of the On Demand E Learning platform.

Case Studies

ENTERPRISE CASE STUDY

Corporate banking gets an IT training investment



LloydsTSB Corporate Banking Finance, based in Bristol and London, were looking to increase the MS Office knowledge levels of all of their staff.

The main concerns were – for all staff to improve their IT knowledge levels, which in turn would deliver a quicker and more consistent service to all internal and external Lloyds TSB customers. And to improve the presentation of information to the Finance Management team in a more professional and consistent format – to allow easier analysis of key performance indicators.

Maximum return on investment

The Computerworld solution, a four-stage approach, was adopted in order to formulate the correct learning process for the Lloyds Corporate teams...

- 1) A TNA (Training Needs Analysis) for all staff to help ensure the correct levels of training are delivered to right people, thus maximising the return and speed of training investment by ensuring the skills learnt relate to the job being undertaken. Each individual to be assessed on a one-to-one basis including a series of key questions, which would reflect ability in specific areas of each application. To avoid the sense of formality, not all of the questions involved actual hands-on testing. A set of course outlines, in anticipation of the analysis was drafted as a general guide to the kind of training expected for this specific business sector. A focus was also given in gaining an accurate understanding of the ability levels in other legacy applications.
- 2) Following the TNA a full training plan was drafted and reviewed by line managers to ensure that each delegate's personal training plan was in line with their job profile and future expectations.
- 3) Floor walking – This is scheduled to take place through early 2006 at Lloyds own premises.
- 4) Training Evaluation – All training delivered is subject to delegates completing an on-line evaluation as part of the Computerworld package. The scores achieved so far against the question " What was your opinion of the training course overall" are in excess of 90% !



E-LEARNING CASE STUDY

IT and the Wildebeest

PHS specialises in services that create a better working environment – from washrooms and interior landscaping to drinking water dispensers and many other products. As a business managing over 110,000 customers in 180,000 locations it became apparent that to continue to drive new business a system had to be sourced to replace existing legacy systems – June 2005 saw the implementation of the new CRM system Wildebeest.

In order to train up to 800 members of staff the training department faced a number of key challenges. The project affected all 55 UK PHS sites with each requiring different levels of access to the system, furthermore the majority of staff had never worked in a Windows environment before. With access to Wildebeest only available three months before go-live, the most effective approach was a blended solution including OnDemand Personal Navigator and cascade training. It was logistically impossible to deliver classroom training nationwide, and so training days were reduced from 1700 to 117.

Computerworld Training and OnDemand meet the challenge

A significant benefit around selecting Computerworld and OnDemand E Learning software were the editing features within the developer which allowed the training department to design the CBT training themselves instead of outsourcing to the IT department. It was essential that the content highlighted business process changes created by Wildebeest and put them into context, to effectively accelerate user-acceptance.

Another challenge was devising training content to suit all learning styles, Computerworld Training and the OnDemand solution proved up to the task with its combination of simulation-based training and printed documentation. Once the content was deployed it became the managers' responsibility to ensure that OnDemand topics were accessed and the processes understood. Use of the 'Know It' mode gave management the ability to track competency, this allowed skills gaps to be quickly identified and further training given by the expert users. The identification of trends within the various divisions delivered via 'Know It' could not only identify skills gaps, but also any requirements to redefine specific process.

Not only did OnDemand allow PHS to deliver effective training in less than a third of the time than anticipated, but it is also used for Wildebeest upgrade training and ongoing support. The simple recording process means that instead of re-recording the whole process, frames are inserted or replaced within topics and re-published. The Helpdesk also regularly emails out links to On Demand lessons in response to training related queries.

The window of opportunity as far as Training was concerned was very limited, and the problem was compounded by the wide spread of people over the UK. On demand helped us to solve these logistical problems, and ensured that a consistent message was delivered to each user in every location on time. On Demand continues to deliver this message, as one of its strengths is as an on going reference tool.

Case Studies

PROFESSIONAL DEVELOPMENT CASE STUDY *'Spearmint' spearheads PRINCE2™*

Compterworld's professional development training partner WWP has recently rolled out a large-scale PRINCE2™ training initiative for hundreds of Transport for London (TfL) staff. They can choose to attend either open, scheduled courses or company-dedicated group learning programmes, both of which are being delivered at WWP's London Learning & Development Centre.

Running alongside TfL's in-house project 'Spearmint', a one-day principles of PRINCE2 overview session, is WWP's entire range of programmes – Overview; Entry-Level Foundation; Foundation Plus; Foundation-to-Practitioner-Upgrade; Registered PRINCE2 Practitioner; and Management Briefing. TfL's objective for this learning and development initiative is to engender a basic, company-wide understanding of the PRINCE2 methodology.

TfL chose WWP as its learning delivery partner for several key reasons, one of the most important being its novel 3+1+1 day delivery model for Registered PRINCE2 Practitioner training, which achieves much higher than average pass rates thus guaranteeing increased certification success for TfL personnel.



Also WWP's high level of pre- and post-programme support and the expertise of WWP's training consultants, all of whom have practical project management experience made them the natural choice, coupled with comprehensive learning management administration – including course scheduling, participant bookings, enquiry handling and full reporting.

WWP has worked with TfL for many years, delivering a variety of programmes, one of which has earned both companies a joint National Training Award for two consecutive years.

Daniel Church, TfL's Learning and Development Team Leader, decided to partner with WWP for PRINCE2 based on his experience of the company on other projects and because "WWP consistently and effectively provides an administration service head and shoulders above their competitors. With our volume of bookings this service makes my job a great deal easier."



PROFESSIONAL DEVELOPMENT CASE STUDY *The story of a real office in Slough*

Compterworld's professional development training partner WWP has been a provider of both scheduled IT and Progression and Development learning programmes to Slough Borough Council since 1997. Recently the Council has been investing in increasing its performance rating within the national framework of Best Value Performance Indicators (BVPIs) to improve levels of customer care. Working with WWP, the Council devised and developed a tailored management development programme to update and refresh the Council's managers' skills when dealing with change management, new targets and restructuring.

Chris Markiewicz, Michele Rosenberg and all the WWP team have a broad depth of management training and development skills experience. They held in-depth consultations with council representatives, sponsors and HR Managers resulting in their developing the Steps-to-Effective-Management Programme for all 450 of the Council's middle managers.

Prior to attending the Steps Programme, all delegates undertake a self-assessment against competencies based on agreed criteria of what makes a good manager. Delegates also define learning outcome objectives with their own managers and complete a time log for the Programme's time management module.

During the first year more than 150 managers took the Steps Programme, Richard Hawkes, the Council's Organisational Development Manager comments, "The feedback from delegates and their managers has been extremely positive. We have seen considerable improvements in communication and customer service as the new skills our managers have acquired filter down through the organisation."

Administration and assessment

WWP administers the entire Steps Programme, setting the timetable for both blocks of courses, booking and confirming places, and marketing the Programme to eligible council managers through a series of email shots. All delegates have to document three things that they will do differently back in the workplace having completed the Programme. WWP also administers this process by collecting the delegates' learning objectives and communicating them back to their managers.

Finally, a Management Development Assessment Tool is used to evaluate the effects of the Steps Programme by reviewing the extent to which delegates have applied what they have learned in line with the Programme objectives.

Slough Borough Council's continuing focus is to further improve performance in all service areas with the assistance of WWP and to deliver best value to its customers.

in partnership with



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For further information on our Training Services and Solutions, please visit our website; this site also contains information on our Systems and Solutions business.

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