



The Department for International Development (DFID) has been utilising the specialist user focused training skills provided by Optimum in the world-wide implementation of a new finance system.

DFID faced a huge challenge when it decided to implement a new finance system that would enable the users to effectively track all elements of costs, commitment, income, project costing and procurement. This involved changes to job roles and business processes, as well as a new system and infrastructure, to be rolled out to 2,500 users across 45 local offices in the developing world plus users in Whitehall and Scotland. Optimum partnered with Agresso, Alito and Helm to provide a total solution, with Optimum providing the end-user training design and delivery skills. Optimum allocated a team of 15 trainers to this project.

Working closely with DFID to deliver an effective training programme

Optimum developed a suite of role-based courses, working closely with the change management team who were defining new roles and business processes, as well as with the build team who were building the application. The courses were focused on the end users, on their processes and the skills and knowledge they needed to do them effectively. The Optimum team worked with the change team on the countdown process to ensure that each local office and each department were prepared for the change and ready for the training. They also worked closely with the build team to specify and build a training server with the correct data for each course.

Once the courses were designed, DFID supplemented the delivery team with a number of internally appointed trainers. The Optimum team trained these new trainers in both the system and the courses to be delivered. The course development phase included the creation of course outlines, delivery guides, presentations and exercises, as well as reference guides, which really helped the DFID trainers to hit the ground running. Optimum trainers then worked with DFID trainers in small teams delivering training to local offices and departments.

So far training has been delivered to all the system users in the local offices across Africa and to most departments within the UK. This included “floor walking” at the time of go-live for each office and department, which ensured that users were fully supported in their use of the new system and new business processes. The next phase is about to commence, which will see Optimum trainers in local offices across Asia working with and continuing to support the DFID trainers who will, moving forward, be an important focus for developing the user expertise and capability within the organisation.

Training materials provide ongoing value

Once go-live is safely achieved for each office or department, they are then transitioned to “business as usual” training which is provided by an internal DFID team. The materials built for the implementation training have been adapted for this and demonstrate additional ways that the training programme has provided lasting value for DFID.

Call us now for more information on:

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