



Training requirements analysis - protecting your investment

End-user training is a key element in ensuring business adoption of critical systems and in realising the full return on investment and efficiency objectives. A specialist user focused training programme will ensure that users can use the system accurately and that the business processes are followed correctly. All successful end-user training projects require the development of a clearly defined and tailored training plan. Optimum offers an end-user training requirements analysis service (TRA) to ensure that you have clearly identified your users training needs, the best way to meet those needs and all of the activities that must be undertaken to ensure a successful outcome.

The training requirements analysis typically takes 2 days and is carried out by a skilled training project manager (TPM) who will work with you to understand all the aspects of the system implementation, upgrade or roll out and user requirements that would benefit from training support. The training project manager will identify:

- The business objectives and drivers from an end-user's perspective of the new system
- A high level overview of the existing system(s), the degree of change and impact on business processes
- The users of the new system including their roles, skill sets and characteristics
- The facilities available for training and the logistical requirements
- Any constraints that may impact the training programme.

The TPM will produce a report that details the groups of users to be trained and the content of the training required for each group. The report will also include recommendations about the delivery of this content such as classroom training, e-learning, virtual classroom sessions, presentations and documentation requirements. The TPM will also take into account any constraints that may affect the way in which training should be delivered, any preferences in the style of delivery and the numbers of staff involved.

The report includes proposed courses, documentation and other activities; definition of the style and content of e-learning and WebEx modules; suggested administration solutions; provides draft timelines and course outlines and advice on how best to organise the in-house training resources that you have. The report will also review the data set up for the training server and the process and people who need to be involved in effective knowledge transfer to the training team. The TPM will present and discuss these options at a meeting with the project sponsors and board if required. The final TRA report will ensure that you have a cost effective end-user training plan to help you achieve the full benefit from your technology investment.

Call us now for more information on:

020 7776 9876

Or email info@optimum.co.uk