

Finance system training for a UK public service authority

Civica Financials



Chichester District Council has implemented Civica Financials as its new financial management system, rolling it out to approximately 500 end users across the authority.

After go live, though there were wide-ranging process changes within the organisation, Chichester DC recognised that it needed to improve users' knowledge and understanding of the new system.

The council brought in Optimum, a specialist IT training consultancy, to develop and deliver specific, role-based courses for purchasing staff and budget managers. To ensure the new system was delivering the expected efficiency benefits, key processes within the Civica Financials web and purchasing modules were incorporated into the courses.

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Project Overview

- New implementation of Civica Financials finance system.
- Training programme provided for Civica Purchasing Web and Civica Financials Web modules.
- Courses created for budget managers, creditors, debtors and purchasing.
- First experience with Civica Financials, but the proven methodology provided the perfect training programme.

Methods Used



RapidScope®
Planning & designing your training



Reference Guides
Comprehensive end-user manuals



Trainer Packs
Lesson plans for consistent delivery



Presentations
Demonstrations to large groups



Online Solutions
Various web-based learning options



Quick Cards
Double-sided simple process cards



eLearning
Interactive, passive & concept modules



Skill the Trainer
Prepare internal team for delivery



Classroom Delivery
Hands-on training sessions



Go-Live Support
On-site floor walking & hypercare

“We’re very happy with the training provided and will certainly look to use Optimum again in the future.”

Helen Belenger Accountancy services manager

The training was extremely well received. Helen Belenger, accountancy services manager at Chichester District Council said: “The feedback on course content, the delivery, and the Optimum training consultant have all been either excellent or good. We’re very happy with the training provided and will certainly look to use Optimum again in the future.”



Optimum Technology Transfer Ltd
Saxon House, 48 Southwark Street
London, SE1 1UN, UK

UK +44 (0)20 7234 0380
US +1 877 406 6078

www.optimum.co.uk
info@optimum.co.uk