Training for a local authority based in a UK city

Unit4 Business World (Agresso) ERP

SOUTHAMPTON
CITY COUNCIL

The IT training consultancy, Optimum, has helped to design and deliver finance system upgrade training for 1300 staff at Southampton City Council (CC).

The project, based around a major upgrade to a new version of Southampton CC's finance and business information management system, Unit4 Business World (Agresso) ERP, involved working closely with the authority's in-house training team.
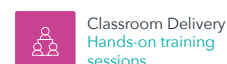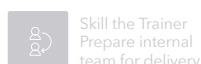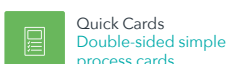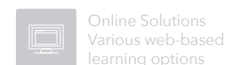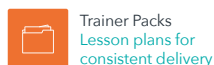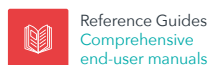
They had already designed the courses, produced the manuals and created the database setup but needed Optimum to support them in writing the lesson plans and delivering the courses. Optimum also introduced new elements such as eLearning and quick cards to give users an easy 'back-at-desk' reference tool.

Lorraine Chaffin, principal accountant at Southampton CC, said: "Quite simply we couldn't have done it without Optimum. We approached them because our training resources were already under pressure and we had a lot of users who needed to be up to speed on new business processes in a short timescale."

Project Overview

– New implementation of Unit4 Business World (formerly Agresso) ERP system.

– Developed and delivered the programme to over 1300 staff members.

– Also delivered Adobe Captivate to enable in-house team to update eLearning modules.

– Created the courses with short durations on Southampton CC's request

Methods Used

RapidScope® Planning & designing yourr 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	

To maximise the number of people who could be trained in the available time, Optimum designed and developed an e-learning session for users to access from their desks via the council's intranet. This gave them an introduction to the look and feel of the new version of the finance system, the new features and their benefits. Optimum and the Southampton CC team then followed this up with an intensive programme of short role-based, user focused courses in the classroom.

In a second phase, once the system user training was complete, Southampton CC asked Optimum to train its in-house team on how to maintain the eLearning programme and use the Adobe Captivate software to keep their training resouces up-to-date and relevant.

Chaffin reflected: "Using Optimum gave us an opportunity to refresh how we train our staff. We will be moving more of the short courses onto e-learning to encourage the system users to take ownership of their own training."

She also added: "The feedback on Optimum from the users was very good. We were very impressed."