

Training for a global not-for-profit organisation

Microsoft SharePoint

A major charity has adopted Microsoft's SharePoint collaboration tool to allow them to manage their many varied projects.

After a meeting was held to determine the client's requirement, Optimum learned the system would be used by all teams around the world to centrally store documentation regarding risks and issues.

The SharePoint installation at this organisation was interesting as it has some very clever customisation to allow the risks and issues from a suite of projects to flow upward into the departmental heads.

Level 1: General User

General users would have day-to-day use of the system: uploading documents, adding records to lists and recording risks. The training needs were met by a half-day introductory course for users, together with a quick card reminder.

Project Overview

- New implementation of Microsoft SharePoint.
- Developed two separate courses, one for general users and the other for team leaders with further access rights.
- Optimum developed a bespoke training programme before delivering the sessions at the HQ of this global non-for-profit organisation.

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

Finally, the training was delivered on the client site in their training suite.

Level 2: Team Leader

Team Leaders would have more access rights to the SharePoint system. They would be able to create new lists and libraries as required by the project. Team leaders needed an additional half-day training session to enable them to carry out the additional admin function with a more in-depth course guide. The client opted to use Optimum's generic 2-day SharePoint administrator courseware with certain elements removed.

Optimum developed the training with two days of preparation. The first day was spent determining exact course content and obtaining client-specific relevant screenshots. The second day was spent creating the bespoke courseware and submitting it to our QA process.

Finally, the training was delivered on the client site in their training suite.



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