

Learn iT!

City Government of California Deploys Successful Office 2007 Migration

"[Our instructor], Samantha was great at presenting the information. Very easy to understand, spoke clearly, and provided all necessary information." – Cindy, City Government Employee

Situation:

This City Government in California, recognized as an All American City in 2000, is a full-service charter city operating under a strong mayor form of government. It has 13 departments including General Services, Planning and Development, Parks, Recreation and Community Services, Transportation, and Public Utilities. The City was scheduled for an organization-wide migration from Novell to [Microsoft Outlook 2007](#) in September of 2008 and each department was responsible for finding a training solution for members of their departments.

Solution:

John, the City's Management Analyst, was looking for a training solutions partner to provide quality instructor-led, hands-on training for his group of 650 end-users on Outlook 2007. In particular, the training would highlight Outlook's email and calendaring functionalities.

John discovered [Learn iT!](#) on the recommendation of the City's IT department, who had taken trainings with Learn iT! in recent past. He contacted Learn iT! and worked with Account Manager, Dalit Lewis, to create a customized training curriculum for members of the Administrative Services Department.

Working with his account manager, they came up with 16 half-day sessions and 1 full-day session for power users to be deployed prior to the City's migration. Because the facilities were not equipped for a classroom environment, the City and Learn iT!'s IT teams worked closely together to set up the classrooms with laptops provided by Learn iT!.

Result:

John felt the hands-on training was a success, noting, "Good instructors are worth their weight in gold. Sam [Foster] and Amanda [Parson] are outstanding. They were very professional...friendly, and excellent communicators."

The evaluations showed users were thrilled with the training, especially in regards to the instructors' abilities to convey the information in a way "[that was] very easy to understand...and [they] provided all necessary information." As a result, students remained focused and learned tools to help them work more effectively and be more efficient within their roles.

Overview:

Customer: City Government of California

Number of Employees: 650+

Location: California

Industry: Government

Solution: Microsoft Office 2007 Migration

Learn iT!, Inc.

www.learnit.com

San Francisco

415.693.0250

Santa Clara

408.200.0953

This case study is for informational purposes only. Learn iT! makes no warranties, express or implied, in this summary.



***"We pledge to be the best at what we do
to make you the best at what you do"***