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Children's Hospital Central California successfully launches external website – after SharePoint training by Learn iT!

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Situation:

Children's Hospital Central California is a pediatric hospital whose service area covers over 45,000 square miles of Central California's San Joaquin Valley. They were the first pediatric hospital west of the Rockies to receive the Magnet Nursing Certification – the highest standard of nursing certification in the U.S.

Larry Renner, Children's Hospital's Director of Information Technology, handles all software applications and training for the hospital's staff. When he came on board, Children's was working with a consultant to offer training on SharePoint. Employees had never received formal training on the application, but instead, received spot-training as needed. Renner decided to discontinue the training program to start at ground zero. He wanted to use SharePoint as their platform for the organization's external-facing website and wanted to get training on the mechanics on how to do that within a short timeframe.

Solution:

He wanted more knowledge of SharePoint as well as provide training tools for power users including IT staff, help desk, engineers, and marketing & communication staff. Renner reached out to his Microsoft IW Solution Specialist, Kirkland Jue, to point him towards potential training partners to contact. He interviewed some training vendors and decided Learn iT! was the best fit since they were recommended by Jue as a Microsoft Gold Certified Learning Solutions Partner (CPLS).

Renner worked with his web development group, scouring and selecting content from Learn iT!'s website that fit his training goals and needs. His Learn iT! account manager, Dalit Lewis, provided additional content which he incorporated into the training curriculum as well. Renner and his team chose content based on what he thought students needed - they based the curriculum on what they thought would reap the most benefits for the students.

With Lewis' help, they created 2 training sessions directed towards a technical audience and was deployed over 2 periods in April and May of 2008. The first session consisted of end-user ramp up and training in order for the IT team to support end-user staff. The second training covered technical and server-based content which factors in web design concepts and capabilities within SharePoint.

Result:

Although the training was built within a tight timeframe, it was no doubt a success; Children's Hospital successfully launched its external website and are currently developing plans to launch its internal website as well. Renner says, "Everyone who attended was very impressed with instructors – they were very knowledgeable...everybody seemed well engaged and the instructor kept the pace very well. The material was useful and informative, and some people are still using the material as reference."

Overview:

Customer: Children's Hospital Central California
Location: Madera, CA
Industry: Pediatric Hospital
Solution: Microsoft SharePoint

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