

Learn iT!

Learn iT! creates custom courses for BGI, allowing employees to maintain productivity during a critical software transition

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Situation:

When Barclays Global Investors (BGI) was readying a company-wide upgrade from Windows 2000 to Windows XP that included a simultaneous migration from Office 2000 to Office 2003, management knew providing training was imperative for employees. "We needed to respond to the 'Where's the training?' question," says Kevin Donnelly, BGI's Sr. Administrator for U.S. technology. The change would affect over 1,100 employees at BGI's San Francisco headquarters, with the rollout being staged over six months. The goal was to have at least 30 percent of employees completing the optional training.

Because most employees already upgraded to Windows XP, there was no need to offer XP training. The interface differences between Office 2000 and 2003 were significant enough that employees would need support to understand how to remain productive despite application changes. Although the change to Office 2002 was universal, training was optional and had to target people's needs while being short enough for encourage attendance.

Solution:

BGI had used Learn iT! in the past and was confident about its skills. Nonetheless, Donnelly was pleased to learn the trainer who designed the courses had also contributed material to Microsoft's own tips and tricks curriculum.

Learn iT! worked closely with Donnelly to develop intensive classes and proposed content for the classes which focused on interface changes, operational differences, and relevant new features. Learn iT! instructors responded to student interest and varied the content in order to answer student questions.

Learn iT! provided scheduled instructor-led trainings every few weeks, and provided a set of documents, including keyboard shortcuts and tips and tricks, that employees kept to reinforce what they learned and use as a reference tool.

Result:

Learn iT!'s targeted training provided employees the assurance the changes in Office were not difficult, helping employees quickly adjust to the new technology. Because addressing the fear of change was the prime rationale for the classes, BGI was happy with this result. "I'm a certified trainer, and Learn iT! impressed me," says Donnelly. "They deliver a fine product." At the end of the transition, nearly 300 staff members had taken the classes, with most focusing on the combined class or the Outlook class.

Overview:

Customer: Barclays Global Investors

Location: San Francisco, CA

Industry: Money Management

Solution: Windows Upgrade

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to make you the best at what you do"***