



Oracle 11i Training Solutions



Company: BT Training Solutions - Northern Ireland Civil Service
Service: Oracle 11i Implementation
Location: Belfast, Northern Ireland
Period: 2007 - 2008

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Tony Dalton - BT Training Solutions Project Manager

Delivering quality training requires a special mix of people and skills, as well as the ability to work closely with a wide range of different partners, all contributing to its success. Functional experts who provide the key technical information, business managers ensuring that the business requirements are met and users of the system to make certain that the training addresses their practical day to day needs.

Training also requires a great deal of flexibility and this was particularly highlighted when Premiertec was working with BT Training Solutions as part of the Oracle 11i implementation at the Northern Ireland Civil Service (NICS).

Following a tender process, Premiertec was selected by BT Training Solutions to deliver a Train the Trainer programme to their team of trainers. The brief was to create a full set of bespoke training materials and then ensure that the team was up to speed and ready to deliver the training to users across the whole organisation.

The design and focus of the training material was shaped through a comprehensive Training Needs Analysis (TNA), which is at the heart of all Premiertec's training programmes. The TNA ensured that all of the key elements were successfully covered and coordinated, from the content of the courses, to the processes which needed to be addressed and of course the business requirements which were affecting the user community.

All of these elements were critical to the organisation, as they involved the main financial processes as well as key elements of the purchasing systems. To ensure that the users would be given as much ongoing support as possible, Premiertec produced not only course material and a practice system, but also reference material which could be adapted should the processes change over time.

However, shortly before the end user training was scheduled to begin and due to circumstances elsewhere in the project, there was a shortfall in the number of trainers available to carry out the full end user training. Fortunately, Premiertec's trainers were experienced enough to be able to fill the gap and worked round the clock to refine the documentation and ensure that everything was available and ready on time.

As Tony Dalton, BT Training Solutions Project Manager commented, "Premiertec stepped up to the plate when required and, having run the Train the Trainer programme with our own team, then worked alongside them to actually deliver the training to the users at NICS at very short notice.

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The training was universally well received and NICS now has users confident in all aspects of the system that they use on a daily basis. In addition, Premiertec remains on hand for any ongoing issues and is now looking after the post-implementation support on the project.