

# Case Study

## Lotus Notes 6.5 Upgrade

### Project Overview

The Healthcare Commission is an independent body charged with inspecting and improving the quality of healthcare provided by the NHS, as well as independent and public healthcare providers.

Employing around 1,000 people across 4 locations in the UK, the Commission had been using Lotus Notes 5.0 as their mail management system for a number of years. A decision was made that the entire company would upgrade to Lotus Notes 6.5.

With a number of new features included on the newer version of Lotus Notes, which would impact on the Healthcare Commission's day to day work, it was decided that every member of staff would be offered training on the new system.

### The Solution

As the upgrade was to be company wide, spread across several locations in the United Kingdom, it was imperative that proper planning was undertaken in preparation for the training programme.

A team of trainers was assigned to the project to assist in the regional implementation, with trainers made available on go-live days at all locations.

Prior to implementation the training solution for our client, all trainers participated in Train the Trainer sessions to ensure they were up to speed with the product and how it would be used within the Healthcare Commission.

It was decided that training would be delivered in the form of one hour workshops, demonstrating the new features and how these would impact on employee's day to day work. In addition to this, our consultant suggested that this was an opportune time to incorporate some 'good practice' training guidelines into the session reminding users of the best and most efficient way to use their e-mail.

Training was delivered in the London head office, as well as in the four regional offices - Nottingham, Manchester, Bristol and Leeds. Four training sessions a day (of one hour each) took place on the Monday and Tuesday following installation.

Additional seminars were delivered in London, due to available facilities, with each regional office having two floorwalkers answering questions and providing one to one training sessions.

Floorwalking support was in place for the first 2 days after installation, as well as more in-depth sessions offered for those interested in learning more about the product.

### Snapshot:

#### Client

- Healthcare Commission

#### Project

- Lotus Notes 6.5 Upgrade

#### Solution

- One hour workshops offered to every member of staff (1,000 employees spread throughout the UK)
- Good practice guidelines incorporated into the training reminding users best and most efficient ways to use their emails
- Floor walking, and the offer of in-depth training, supported the one hour sessions to ensure confidence among employees

### Project Achievements:

- 300 users attended seminars in London, all other staff who were present received a desk side visit from one of the floor walkers
- The quick reference guide which was developed and handed out at training sessions proved invaluable for staff who were unable to attend training seminars, especially those who worked predominately from home
- No users encountered any problems with regard to using the new product