

### Project Overview

Our client is a Government run agency which partners with councils to enhance performance and accelerate the speed of improvement for current disciplines, and develop the sector as a whole.

They were looking to implement a new system which allowed them to monitor and track the skills and availability of internal resources, ensure staff efficiency via a Time Recording system and improve collaboration between internal agency groups via a Project Planning tool.

Clarity™ was selected as the system that could bring together the Agency, allowing them to develop good practice guidelines and provide bespoke solutions to authorities and groups in all areas.

We were engaged to develop and design a tailored training solution that encompassed the system functionality of Clarity™ and the procedural changes that our client's staff would need to adopt. The project involved aligning processes across the Agency, filling gaps where systems and processes did not exist and removing redundant processes identified during the analysis stage.

### The Solution

Our training solution provided users with an overview of Clarity™, benefits and the strategy of adoptions of the system – covering Time Recording, Project Management, Project Support and Resource Management.

In addition to implementing end-user training, we developed a Train the Trainer programme to transfer skills back to the Agency, allowing them to manage the training function post-implementation.

We delivered a structured training solution which enabled us to provide significant value to the Agency. The training solution included:

**Initial Consultation** – Integrated consultant into project team, allowing insight into Agency's strategic objectives and principles.

**Courseware Development** – Job role specific Quick Reference Guides were created for each component of the system.

**Course Design** – Modular approach based on job role, allowed users to focus on their business functions and processes within the training. All users attended Time Recording component.

**Pilot Training** – A number of pilot sessions were carried out, enabling our client to finalise any areas of the course prior to going live with all business users.

**Training Delivery** – Structured approach to training met all our client's objectives from both system functionality and business change process perspective.

**Train the Trainer** – Comprehensive programme developed, supported by a Train the Trainer guidance pack which enabled nominated resources to understand how to prepare for, design and deliver effective training.

### Snapshot:

#### Client

- Government run agency

#### Project

- Clarity™ implementation and migration for Agency

#### Solution

- End-user training programmes developed and delivered based on job role or area
- Support offered through change process
- Delivered Train the Trainer programme to allow training to be managed in-house, post implementation.

### Project Achievements:

- Successfully designed and implemented an innovative and structured training programme
- All users received excellent overview of the Clarity™ system
- Importance and relevance of the business process change was understood by all Agency staff.
- Feedback on the training model, including streamlining by job role and modular based training was very positively
- Focus blended between functionality of system, how it would be embedded in client culture and how client and its users would use the tools, which ensured this project a huge success.