



Training Program Management Case Study: Integic Corporation

The value International Technology Solutions, Inc. (ITS) training program management services can provide to your organization is illustrated in a case study of their partnership with Integic Corporation...

Integic, headquartered in Chatilly, VA, is an e-business integrator of software, people and processes that connects legacy environments to online business applications. e.POWER is Integic's software for the rapid integration of applications addressing the critical requirements of online business operations, including enterprise work management, integrated document and records management and portals.

Due to the complexity of its e.POWER system and workflow applications, Integic requires an effective and efficient method for training employees and customers. Integic's strategic objectives are to enhance the existing instructor-led training program and to expand upon existing customer service offerings to include creative options for training.

Integic's ongoing partnership with ITS provides the tools and expertise required to launch a new and improved training program. "I was impressed by the knowledge and tools the ITS team could bring to the table. They were able to educate us on the training methods available in the industry and make recommendations based on our current situation and long-term goals," stated Joe Donohue, Practice Area Leader, CS&E, Integic. He also noted, "Because of ITS' experience with managing training programs, they were able to step in and automate many of the processes involved with implementation. Through this partnership, we were able to significantly increase our training offerings without increasing or reallocating internal staff. ITS has exceeded our expectations for this project and is committed to helping us achieve our future goals."

ITS' processes have evolved over many years of experience delivering training programs. "There are a few key elements we consider to be essential to creating a valuable training program for our clients. By focusing on each element individually, we are able to achieve the highest possible quality within every program," states Michael Ciarletta, President, ITS. The diagram below illustrates ITS' elements of a successful training program.





Case Study: Integic Corporation - Continued

Pilot Program

Integic's immediate need, and pilot phase of the overall program, was to convert its existing 5-day, instructor-led, e.POWER Installation and Administration course into a fast track program that would be delivered to employees. The purpose of creating this program was to shorten the time it takes to prepare employees for client engagements, while ensuring all information and knowledge from the content is transferred to the employee.

Details of the pilot program are broken down by the various elements of a successful training program:

Assess

Through an assessment of Integic's audience and current content, ITS recommended a blended learning program as an effective method for transferring the knowledge to Integic employees. This program utilizes a variety of proven delivery methods, including online reading, web-based training, simulations, and live, instructor-led training.

Design

The approach to program design was a collaborative effort between the ITS team and Integic Subject Matter Experts (SME). The design effort consisted of extensive instructional design, storyboarding and conversion of the existing 5-day instructor-led course. The result was a blended learning curriculum broken out into 6 modules comprising online reading, web-based training and a 2-day instructor-led event. Additionally, the blended curriculum was divided into three tracks based upon the role and learning requirements for each target audience.

Plan

Due to the amount of time and effort required by Integic resources to plan for and manage internal logistical aspects of training implementations, Integic relied upon ITS to provide full logistical management services. Recognizing the importance Integic placed on tracking of course completion for each student, ITS provided Integic with use of their Learning Management System (LMS) as part of the overall solution.

Build Awareness

The audiences awareness of the availability and details of a training program is an integral part of a successful rollout and must be considered in all phases. The catalogue features of ITS' LMS provided students with curriculum maps, course details, and access to online registration. In addition, ITS built a portal website leading to the LMS describing the program and available curriculums at a higher level. This portal was built to be expanded upon once additional curriculums are launched.

Deliver

ITS' LMS automated many of the processes involved with training delivery. The web-based interface allowed students to enroll in and launch course content, manage their own profiles and complete course evaluations. Completion rates were tracked automatically and reports generated for Integic's review.

Evaluate/Improve

The pilot program was well received by Integic employees. Automated evaluations and reporting allowed ITS and Integic to continuously monitor the progress of this program. Due to the success of the initial program, Integic is considering implementation of additional curriculums.