

# Case Study

## MRHA – Windows 7 and Office 2010

### Project Overview

Our client is a large government agency upgrading from Windows XP and Microsoft Office 2003 to Windows 7 and Office 2010 for over 1000 users.

Previous experience of upgrades had left staff with a negative feeling about the new software and about IT projects in general.

Training was to be provided in MS OneNote and MS Lync to support the working environment at the agency which included numerous meetings and a commitment to home working.

The client was also keen to establish a network within the organisation made up of internal staff to be expert users and provide desk side support after the project was complete.

### The Solution

In consultation with key stakeholders, Globaltech developed the training plan, course documentation, including training scripts, outlines and presentation material in preparation for delivery and Floorwalking support to the agency. Globaltech created a Champions Network of key personnel with targeted training and developed a discussion database to spread knowledge across the organisation and to facilitate ongoing support once the project had been completed. The main deliverables for our client were:

- Awareness seminar offered to all users to explain the upgrade, ease the transition to Windows and Office and to encourage widespread use of One Note and Lync.
- Quick Reference Guides, showing key differences between operating systems and Office applications including best practice tips for outlook and inbox management.
- Training needs analysis undertaken for “champions” and design and delivery of tailored training sessions in each of the Microsoft Office products.
- Floorwalking and surgery sessions for users to ask specific questions and to raise issues relating to the upgrade.
- Set-up and initial contribution to a discussion database for “Champions” to share knowledge amongst themselves.

### Snapshot of Project:

#### Client

- Large Government Agency

#### Project

- Awareness seminars to ease transition to new software. in depth training to MS Office Champions
- Creation of a network of support to continue after the project had been completed.

#### Solution

- Delivery of a blended learning solution including: seminar sessions, targeted instructor-led training; surgeries, floorwalking and support.

### Project Achievements:

- Overwhelming positive response to the seminars and to software itself.
- Net work of over 30 MS Office Champions with skills to provide continued .support.
- Widespread adoption of MS OneNote and utilisation of MS Lync.