



## Key facts

### Industry

Government Body

### Company size

500+

### Business challenge

As part of the deployment of a new piece of document management software the client recognised a need to train all staff on the new interface.

### Solution

To evaluate existing documentation and to subsequently develop tailored course content. This specially developed bespoke courseware was piloted and analysed, before being rolled out.

### Results

After the success of the pilot scheme and positive analysis the courseware was implemented successfully. The client has requested that further bespoke courseware is developed for future training.

### Interest areas

- Course content development
- Courseware development
- Instructor led training
- Project Management

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## Premier develops bespoke course content for respected Government agency

*Successful development of bespoke process based training leads to ongoing client relationship with Government body*

### Customer overview

A highly regarded government department with over 500 staff working from offices throughout England, Wales and Northern Ireland. As an independent supervisory body they have jurisdiction over these regions and form an integral part of the UK Criminal Justice System.

### Business need

The client developed a new document management business critical system with a web based user and application interface. This document management system would be used by a wide divisional user base with a varying level of skills. The client recognised a requirement for formal training across all users of the system in relation to the user and application interface, to successfully deploy the new DM system. As the system was uniquely tailored for the organisation the client required the services of an experienced bespoke course content and courseware provider.

### Solution

Premier IT conducted an initial development phase in order to ensure that we had all the relevant information required to create ideal bespoke course content for the client. This development consisted of evaluating existing documentation and discussing the key requirements with client users and subject matter experts. These discussions allowed us to extract relevant and significant knowledge to develop the course. Premier also worked extremely closely with the client's Programme Team to establish processes and policies pertaining to the use of the system. The progression of development allowed us to create a well structured, content rich bespoke course that was flexible enough to captivate the client's entire workforce.

Following the development of this bespoke course content and courseware for the client, Premier conducted a series of pilot courses as a means for evaluation. All feedback from this pilot scheme was analysed and alterations were agreed with the programme board in order to improve all future courses. With these revisions in place the courses were successfully implemented as required.

### Results

All courses provided for the client have proven to be extremely successful, satisfying all requirements set out in their brief. Premier were scheduled to complete all document management system courses for the client following the successful initial roll-out. Delegates who attended these courses expressed a requirement for further process-based training, due to the success and effectiveness of this original programme. Subsequently the client has commissioned Premier to develop further training courses to meet colleague demand.

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