



Successful Development and Deployment of Training Keeps Project on Schedule

Company: Major Central Ohio Health Care System

Industry: Health Care

Capabilities Area: Project Management and Organizational Change Management

Business Challenge

A lean PeopleSoft Supply Chain and Financials Upgrade Team did not have the bandwidth within the core team to develop and deploy process-specific training materials to 600+ end users.

Why Navigator

Client had interviewed Navigator resources for functional role and was pleasantly surprised to learn that a resource was an experienced Training Manager and Oracle User Productivity Kit (UPK) developer. Team resources had also spoken positively about experiences with Navigator.

Navigator's Role

A Navigator consultant leveraged Organizational Change Management experience within training and communications to drive results from development through deployment. The following was performed:

- Create a development work plan and deployment plan to ensure that tasks are scheduled and executed.

- Develop 6 modules of PeopleSoft User Productivity Kit (UPK) training materials.
- Develop a Standards Guide to ensure consistency across modules.
- Execute deployment and communications plan and ensure end user acceptance of training materials.

Results

Navigator successfully deployed an introductory course and 6 modules of process-based Supply Chain and Finance (Purchasing, General Ledger, Accounts Payable, Inventory, Asset Management, Master Data) training to 600+ end users on schedule. The client has confirmed that they are still using the training material one year later for new employee and on-going training.