

Learn iT!

Local Medical Center and Foundation finds Project Server 2003 training solutions through Learn iT!

“Dalit [Lewis] was very good with follow-up. Not with just me, but with everything that was posed to her. She took what was given to her and just ran with it.” – Brenda, IT Analyst

Situation:

This Bay Area Medical Foundation is a not-for-profit health care organization pioneering in multi-specialty group practice and outpatient medicine. Recently, they joined another reputable Health network organization of more than 3,000 Northern California primary care physicians who share a common commitment to providing patients with more convenient access to consistently high-quality health care.

Brenda came on board with the medical foundation as a consultant in 2006 and eventually became the organization’s analyst for their IT department. With the growth in staff, she realized leveraging Project Server 2003 was needed in order to manage projects and create effective communication and collaboration across the organization. Her first goal was to find a creative training curriculum and the best practices to use for software that was already imbedded, but not utilized within the organization.

Solution:

[Learn iT!](#) came into the picture to provide the particular solutions Brenda was looking for in a learning solutions provider. Along with her Learn iT! Corporate Account Manager, Brenda developed a 3-stage training curriculum which focused on different audiences. The first stage focused on power users who would be responsible for authoring projects within the company. The second stage of training was for the end-user audience, consisting mostly of departmental Project Managers who may use Project as a collaboration and planning tool for their roles. Learn iT! finally provided soft skills, concept and “lingo” training for the IT staff who would train end-users and provide technical support.

Result:

As a result of the training, Brenda says there are 40-50 employees who can author Project Server, her IT team now sees the value in using Project Server and can deliver training and support for end-users and she estimates about 20% of their employees use Project Server on a regular basis – which is considered a success for non-mandatory new software adoption.

For Brenda, her next-steps on Project Server 2003 would be to work with Learn iT!’s instructor, Harlan Kilmon, on developing an outline and timeline for a Leadership and Processes training for the organization’s Project and IT managers, which she is planning to deploy in the near future.

Overview:

Customer: Medical Center & Foundation

Number of Employees: 43,000+

Location: Palo Alto, CA

Industry: Medical Center

Solution: Project Server 2003 training

Learn iT!, Inc.

www.learnit.com

San Francisco

415.693.0250

Santa Clara

408.200.0953

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