Government Agency Drives Efficiency & Improves Performance with Learn iT!

Estimated time savings of more than 450 work days agency-wide from one training program alone

" Learn iT! provides a very good return on investment. Even our company executives were amazed that we were able to get so much high-quality training at such a cost-effective price through our partnership with Learn iT!." – Neel Advani, Organization Development & Training Specialist, Bay Area Air Quality Management District (BAAQMD)

Business Benefits Realized

- Increases employee efficiency with an estimated time savings of more than 450 work days agency-wide for Windows 7 training alone.
- Eliminates the need to invest in a costly in-house computer lab for employee training.
- Improves employee satisfaction and reduces employee turnover.
- Creates opportunities for internal promotion by building employee skills – reducing hiring costs and time commitments.
- Consolidates all training programs under one vendor, allowing for significant time and cost savings.
- Reduces IT Help Desk calls and provides training manuals for ongoing participant support

Air-Quality Agency Identifies Knowledge Gaps

Since it was established in 1955, the Bay Area Air Quality Management District (BAAQMD) has played a pivotal role in helping to reduce or eliminate sources of air pollution in the San Francisco Bay Area. Today, the organization relies heavily on technology to work towards its clean-air goals – which means nearly every employee must have a working knowledge of desktop programs like Microsoft Word, Excel and Access. BAAQMD also requires technical training for its IT staff and periodic professional development education.

Organization
Bay Area Air Quality Management District (BAAQMD)
Location
San Francisco, California
Industry
Government Agency
Organization Information
- Regulates air pollution in the San Francisco Bay Area
- Established by the California Legislature in 1955
- Employs more than 350 people
Solution
Desktop Training
Professional Development Workshops
IT Technical Training

When BAAQMD leaders determined there were benefits to be gained by improving the agency staff's technology knowledge base in 200[X], they created a new position– Organization Development & Training Specialist–and hired Neel Advani to fill that role. "They had a lot of new employees who need a strong technology skill set to do their jobs," says Advani. "If you don't have those skills it takes much longer to do the work you need to do and becomes a distraction to other staff members because you are depending on them to teach you. It's a productivity issue that results in lost time and money."

Learn iT! Provides Convenience & Cost-Efficiency

Advani had previous experience working with San Francisco-based training organization Learn iT! and had been extremely impressed with the quality and value they offered. "Every instructor there is extremely knowledgeable and patient," she says.

Working closely with the experts at Learn iT!, Advani overhauled her organization's training program by adding training options, putting new approval and attendance protocols in place and increasing internal promotion of

training opportunities available through Learn iT!. The revamped program was so successful that in just 4 months BAAQMD staff members completed 26 Learn iT! training sessions.

Time Savings & Productivity Gains Created Through Training

Learn iT! provides BAAQMD employees with the knowledge they need to perform their jobs more efficiently, resulting in time and productivity gains for the agency. For example, in 2011 BAAQMD enlisted the help of Learn iT! to conduct Windows 7 training in preparation for the new operating system's agency-wide rollout. More than 300 employees attended one of the four-hour training sessions, resulting in a smooth transition. "For many people, the process of learning Windows 7 on their own would have easily taken 16 to 20 hours," says Advani. "With Learn iT!, we were able to do it in just four hours per employee." In total, that's a savings of more than 450 work days agency-wide for one training initiative alone.

Partnering with Learn iT! also provides many other benefits for BAAQMD. Learn iT's easily accessible offsite computer labs save the agency money by eliminating the need for an in-house training facility. The availability of training increases employee satisfaction, improves employee retention and creates more opportunities for internal promotion. Training also empowers employees to troubleshoot technology issues on their own, reducing IT help desk calls. Plus, manuals provided to every Learn iT! program participant are a dependable reference source. Finally, the ability to consolidate desktop training, professional training and IT technology training under one vendor allows the agency to get more "bang" for its training buck.

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