



Introduction

Our client, the Healthcare Commission is an **independent body** charged with **inspecting and improving the quality of healthcare** provided by the NHS and independent healthcare, as well as public health. They employ approximately 1000 people, the majority of which work in the central London head office. They also have other offices around the country (Leeds, Bristol, Nottingham) and most of the inspectors are home based with local support offices. In addition to this they have an office in Manchester which reviews any formal complaints about the NHS. The company uses **Lotus Notes** as their mail management system and had been using version 5.0 for a number of years. The decision was taken to **upgrade** to version 6.5 and that this upgrade was to be across the **whole company**.

The Challenge

The upgrade of Lotus Notes to version 6.5 included a number of important new features that would impact on the employees day to day work. It was decided that every member of staff would be offered training prior to the upgrade. This would take the form of a one hour workshop demonstrating the new features and how these would impact on their work. In addition to this the Training Consultant suggested it would be a good opportunity to incorporate some “good practice” guidelines into the training, to remind the user community of the best and most efficient ways to use their e-mail. Training would need to be offered at the London head office and 4 of the regional offices (Nottingham, Manchester, Bristol and Leeds). Training was scheduled to take place immediately following installation, which would take place over the weekend. The upgrade would be rolled out in stages with 2 floors in the London office, as well as one regional office being rolled out every week.

In addition to training, floorwalking support would be in place for the first 2 working days after installation, as well as more in depth training sessions for those interested in learning more about the product.

With the user community spread across several locations, planning was to be the key. A team of trainers was assigned to the project. On a typical go-live day trainers would be required in London, and at one of the regional offices.



The Solution

Prior to the start of the rollout a “train the trainer” session took place to ensure that all the trainers on the project were up to speed, both with the product, and how it was utilised within the Healthcare Commission.

Four training sessions a day (of one hour each) took place on the Monday and Tuesday following installation. The seminars only took place in London where they had the relevant facilities. In the regional office they had two floorwalkers answering any questions and providing one to one training sessions where required. In London a floorwalker was made available in addition to the training seminars.

The Result

In total approximately **300 users** attended the **seminars** in London. All other staff that were present received a desk side visit from one of the **floorwalkers**. No users encountered any problems with regard to using the product.

A **quick reference guide** highlighting all the new features was produced and handed out at the training sessions and by the floorwalkers. This proved **invaluable** to those staff who could not attend the training seminars, especially those who worked predominately from home.