



Experience counts
when deadlines loom

Train the trainers to do good things

A leading oilfield services company chose The Integrity Group to develop training documentation for their highly customized learning management system (LMS). LMS is an important training tool for any large company, but it played a critical role for this client's multiple divisions by standardizing all aspects of training, from creating course content and scheduling training sessions, to tracking costs, managing resources, and defining certification requirements. Because the training needs were so diverse from division to division, the client settled on a "train-the-trainer" strategy. The client engaged Integrity to develop content for the instructor materials, student guides, and learning aids for the trainers who could then conduct classes tailored to the needs of individual groups of employees.

BUSINESS CHALLENGES

To get around budget constraints, many companies resort to buying an "off the shelf" LMS system—and for many of them, the store-bought LMS can provide a suitable solution. But this client required a customized solution—complete with customized documentation—that reflected the different training needs of its divisions. With a deadline looming for company-wide implementation, the client faced a daunting challenge of creating and delivering an LMS solution that would perform flawlessly across its operating divisions.

Additional client challenges included:

- Identifying and securing a solutions provider with a proven reputation for delivering end-to-end documentation solutions
- Meeting the need for multiple documentation sets
- Finding ways to accommodate increased workload without adding permanent employees to the LMS implementation team
- Reducing the costs of documentation development
- Eliminating inconsistencies in documentation that occurred over time due to multiple content contributors

While the LMS was still under development, the client engaged Integrity to master the intricacies of its system and create training materials for over 200 identified tasks specific to various divisions within the company.

THE INTEGRITY GROUP ANSWER

Integrity and the client initially reviewed all documentation goals and devised a production strategy. The final solution provided for a content developer to document the system tasks, along with an instructional designer to devise and deliver the course training material. The client granted access to the LMS system so that both the content developer and the instructional designer could review existing documentation and compare it to actual system functionality. Integrity worked within the LMS to test and verify each procedure before documenting them within the client-supplied template, using a custom screen-capture utility.



*Rapid,
Economical,
Predictable*
**CONTENT
SOLUTIONS**

Using subject matter experts and LMS developers as resources during the documentation review process, Integrity alerted the LMS implementation team to several system “bugs” to be addressed before the initial roll-out. By employing a tandem approach to content development and instructional design, Integrity ensured a high degree of consistency for training classes across multiple divisions.

Integrity managed the final production of the student training materials, providing a custom-bound, tabbed student guide with easy-to-follow, step-by-step, screen-focused instructions for each of the 200+ system tasks. The instructor’s guide was produced as a Microsoft PowerPoint presentation, with detailed notes and examples for each of the system tasks. To provide LMS training for representatives from each of the client’s divisions, Integrity conducted two five-day training sessions that provided hands-on instructor presentation practice and self-paced follow-up training. During the class, student employees used examples from their everyday work environment to reinforce the concepts discussed during the training class.

BUSINESS BENEFITS

Outsourcing the application’s training procedures to Integrity provided the following benefits:

- Streamlined documentation processes. With a skilled content developer and instructional designer assigned to work with the client, Integrity was able to produce greater efficiencies and shorten development times throughout the documentation process.
- Improved usability and relevance of training documents. Where appropriate, Integrity inserted additional background information to aid the users in understanding the tasks offered by the application.
- Improved the style, consistency, readability, and accuracy of training documents. Integrity’s quality assurance efforts addressed and corrected errors in previously existing training documents. This included replacing incorrect screenshots and buttons and reviewing the document for spelling and grammatical errors.
- Reduced impact on day-to-day client operations. The seamless integration of the Integrity content developer with the training team ensured the client could continue to focus on its core business.

© 2009 The Integrity Group • All rights reserved

ABOUT THE INTEGRITY GROUP

Since 1994, The Integrity Group has partnered with our clients to deliver the highest quality business and technical documentation, corporate communications, multimedia productions, and e-learning solutions using our proprietary REP MethodologySM (Rapid, Economical, and Predictable). Our REP Methodology streamlines processes, condenses development timelines, ensures the highest quality deliverables, and delivers enhanced customer experiences, all at a substantial cost savings.

For more information about The Integrity Group, please visit www.go-integrity.com or call **1-877-955-0707**.