



[Working with you
to deliver solutions]

CASE STUDY

Derby City Council – Environmental Health and Trading Standards

Derby City Council train their staff to work more efficiently using MS SharePoint.

Background:

Derby City Council is committed to creating a work environment where the flow of information and communication is made as easy as possible. The Council implemented Microsoft SharePoint as a platform for improving collaborative working and created the Derby City Council Information Portal.

The Portal was designed to reflect the organisational structure and requirements of the Council and enables teams within departments to take ownership of their sites and manage them according to their own requirements. A targeted training solution was required for staff in order to maximise return on investment in the Portal.

“Investment in staff training has allowed Derby’s Information Portal to deliver benefits earlier”

Solution:

Keystrokes’ consultants analysed the functional specifications of the SharePoint platform and mapped these onto job functions within the departments. From this they were able to design two specific workshops.

A user workshop provided the skills to be able to navigate around SharePoint sites and work effectively with documents, discussions and shared workspaces. A workshop for administrators built on the basic skills and enabled them to manage and develop the sites for their department.

A replica site was populated with sample content to provide hands-on practice in using the sites. Tailored quick reference guides were produced for both users and administrators.

“As well as providing training in how to best use the system, the programme explained to staff the benefits and rationale that underpin the new working practices”

Benefits:

- The impact of the training was maximised by ensuring that the right skills were targeted at the right people.
- Staff have adapted very quickly to the more efficient working methods offered by SharePoint.
- Teams and projects within the departments can now organise themselves and work together with ease.

Collaborative working and information flow has significantly improved across the Environmental Health and Trading Standards departments.



FOR MORE INFORMATION

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