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# CASE STUDY

## Harrogate Borough Council

**Harrogate Borough Council maximises their investment in MS Project by choosing Keystrokes to design and deliver training.**

**Background:**

As part of the Efficiency agenda Harrogate Borough Council recognised that by managing activities and processes as projects, it could improve productivity, decrease costs, increase the quality of its services and provide a more collaborative working environment.

The Council decided to standardise on MS Project 2003 to effectively track and analyse projects

To ensure that Project was used to its full potential and the investment would deliver the expected benefits, it was realised that comprehensive training of key staff would need to be carried out.

*“Business performance is improved by ensuring that best practice in project management is followed”*

**Solution:**

Keystrokes were chosen to design and deliver training to key staff throughout the Council in 2006. Consultants analysed the Council’s requirements and designed two tailored courses:

Project Essentials - covers all the features project managers need to plan and control their projects, manage resources, meet deadlines and work within budget.

Beyond the Basics - builds on the essential skills and teaches delegates how to get more from schedule tracking, filtering and reporting information.

*“Keystrokes consultants analysed the requirements of the Council’s staff and delivered the most cost-effective training model for their needs”*

**Benefits:**

- Standardised use of MS Project throughout the Council.
- Effectiveness and productivity of staff as project managers is increased.
- Effective use of a project management tool is providing a level of control and management information.

**Following the success of the initial training, staff will be attending further courses to enable them to work effectively in multi-project and shared resource environments.**

