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# CASE STUDY

## Leeds City Council

**Leeds City Council use e-learning to ease the transition to a new desktop environment and realise the benefits of their new systems.**

**Background:**

Leeds City Council invested in a new desktop infrastructure in order to benefit from increased efficiency, security and reliability. This required 12,000 computer users to convert from Office 97 to Office 2003 and be able to use and navigate the new Leeds City Council Portal.

A smooth transition with minimal disruption to business as usual was essential. E-learning was deemed the only solution, but because the Leeds desktop was so tailored, an off the shelf course was ruled out. The Council tendered for a bespoke e-learning solution in 2005.

*“e-learning designed to meet business objectives and reinforce council’s IITT Gold status”*

**Solution:**

Keystrokes won the contract and proposed the development of a tailored course, specifically designed as a “conversion” course. This meant that the content assumed a level of existing skills in Microsoft Office 97 and focused on the benefits and new functionality of 2003

As Leeds City Council’s IT training department are Institute of IT Training Gold accredited, Keystrokes proposed the instructional design of the e-learning should be aligned with the TAP methodology. Content and storyboards were all approved by Leeds’ internal team before the technical development began. The whole development was project managed by Keystrokes and was delivered within budget, in just over 6 weeks from initiation. Keystrokes also provided an online Virtual Learning Environment (VLE) to deploy the course and track the progress of each learner. This allowed the Council to control user access to the e-learning in line with the desktop roll-out, check that learners had successfully completed the course and report on course assessment results.

*“Effective teamwork delivered rapid development of a tailored e-learning course”*

**Benefits:**

- Benefits of the new desktop communicated to staff
- Flexible online learning meant minimal disruption
- VLE can be used to deploy new courses in the future

**The first major e-learning initiative within the council, this project helped to inform e-learning strategy and lay foundations for further e-learning development. Further projects are in the pipeline.**

