



[ Working with you  
to deliver solutions ]

## CASE STUDY

### Rotherham Metropolitan Borough Council

**Rotherham Metropolitan Borough Council uses Fiz-assist, an online skills gap analysis system from Keystrokes, to carry out a consistent training needs analysis for Members' end-user IT skills.**

#### Background:

Rotherham Council conducted an internal audit to measure their performance against the government's priority outcomes. One of the areas highlighted for development was the IT skills of the Council's elected Members. So, an e-skills training programme for Council Members as well as for staff, was a priority. However, the initial challenge was to understand the IT training needs of such a diverse group. In 2005 Keystrokes were commissioned to help identify these needs and a pilot scheme was devised to assess nine Councillors.

*"Fiz-assist is easy to use and reduces the time and cost of carrying out a TNA"*

#### Solution:

Keystrokes' innovative skills gap analysis tool, Fiz-assist, accurately measures any gaps between individual's actual skills and the specific skills required in a particular role.

A number of levels of target skills were agreed. Each Member used Fiz-assist to assess their current skills levels against the level most appropriate to them. As Fiz-assist is available as a hosted web-based system, no special technical set-up was required - assessments could be carried out straight away.

The user-friendly design of Fiz-assist made it fast, simple and convenient for everyone to use. Typically, Members completed all assessments in less than 45 minutes.

The clear, concise and in-depth reports produced by Fiz-assist identified skills development requirements and enabled an informed and targeted development plan to be devised.

*"It provides accurate planning, measurement and costing of IT end-user training requirements."*

#### Benefits:

- A consistent and objective approach, applied to all.
- Insight and measured understanding of individual needs.
- Targeted and strategic approach, confidence that members would be developing the right skills for the role.
- Members more fully engaged in becoming more highly skilled.

**Due to the unqualified success of the pilot scheme the Council then rolled out a plan to utilise Fiz-assist to quickly and easily identify the ICT needs of all their Members.**



#### FOR MORE INFORMATION

Keystrokes Ltd, Conyngham Hall, Bond End, Knaresborough, North Yorkshire HG5 9AY  
t. 0845 3301101 f. 01423 799160 e. info@keystrokes.co.uk w. keystrokes.co.uk