

Arts Council of England

Oracle Performance Support



Background and Need

The Arts Council of England recently introduced ARTIS, a major new system based on Oracle Applications, as a fundamental part of its grant processing and contact management operations nationally. Introducing a single system meant considerable cultural change and required extensive process training. However, since there might be a substantial time-gap between the initial training and the use of the new system, there was a risk that a great deal of the training could be forgotten before being put into practice.

Solution

There were no ready-made training manuals so it was necessary to build a change management programme from scratch. Knowledge Solutions worked with the Arts Council to develop a Performance Support package with 'just-in-time' support using Knowledge Solutions' in-process support tool - KShelper.

By using KShelper the Arts Council was able to overcome the challenges of geographical distribution and a non-technical audience, and assist staff through the complex process and culture changes.

Knowledge Solutions' Online Learning Administrator was used to assess the progress of individuals through the training curriculum. Staff are presented with customised training schedules, and each trainee's progress is tracked through the curriculum. By monitoring the use of the knowledge base management can highlight areas which are causing problems for staff. If, for example, nine out of ten trainees require help with Process X, perhaps additional support (such as an automatic pop-up Cue Card) would be beneficial.

Benefits

KShelper delivered the right information to users at the right time, and proved especially helpful in supporting version releases and fixes. The Arts Council's change programme saw a very real reduction in training overhead, while management could monitor trainees' progress and highlight any potential difficulties before they could become a major problem.

Wherever they are and whatever their level of experience, staff now have access to consistent and appropriate training materials and support.