

Swedbank

MS Office migration tailored to each of 10,000 staff

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Swedbank is one of Sweden's largest banks with approximately 10,000 employees. The business is heavily dependent upon its IT systems and the MS Office suite is used extensively over a wide range of job roles. Swedbank is a leading exponent of competency management amongst Swedish companies and is also at the forefront of e-learning deployment.

"With EnlightKS' solution, Swedbank can now be confident of the level of knowledge and skills within the organisation, and know that this has been achieved in the most efficient way. The estimated time for training was reduced considerably because, with the help of EnlightKS consultants at the design phase, we were able to identify and focus on just the essential parts of MS Office 2007 training and use."

Ingrid Hård, Manager for Education at Swedbank

The challenge

The company relies upon high levels of staff productivity during office hours, so, when the bank undertook a system migration from MS Office 2003 to 2007, a key requirement was to minimize the time required to train each member of staff. A further aim was to reduce by 10%, the level of queries raised with the helpdesk. It was to help meet these needs that Swedbank approached EnlightKS.

Comprehensive training needs analysis

Given the varied way in which different job roles utilised MS Office, a key aspect of EnlightKS' approach was to ensure that the training offering was optimised to the needs of each individual and only delivered where needed. EnlightKS began by conducting a training needs analysis (TNA) based around a detailed design workshop. This was complemented by the analysis of helpdesk cases, to give a quantifiable measure of Swedbank's most common IT problems.

From this, EnlightKS established the blueprint which identified the knowledge demands to support the working processes, achieve the corporate goals and deliver customer satisfaction. It also resulted in the creation of the competency profiles; identifying the knowledge requirements for each role. A process of pilot testing was used to establish an initial view of the extent to which employees were already competent in the most essential tasks.

One of the key outcomes of the analysis was that it revealed a lack of knowledge within Swedbank concerning the correct use of MS Outlook. Based upon this finding, several bespoke lessons for MS Outlook were created to support the email process within the bank and deployed alongside the standard MS Office content.

Needs-based training delivery

With the TNA complete and the appropriate testing and development content now available, Swedbank's employees are able to create their own role profile based upon their specific job. The system then delivers a program of testing and training based precisely on the knowledge objectives for that particular role.

As a result, there is no need for the learner to cover the whole of the Office 2007 training program, only those areas that are directly relevant and with which he or she is not already familiar.

