

UK Rollout of EDMS

UKAEA rollout of the Hummingbird Document Management System in partnership with Headline

The roll-out of new procedures and new systems to thousands of users is a time-consuming challenge for the training team.

Large projects can take many years to implement and not only do you have to think about the initial rollout of the system but you also have to deliver upgrade training to existing users as the system develops as well as provide on-going support.

At UKAEA, training takes high priority and must be delivered in a professional manner.

The Challenge

UKAEA employs over 2,600 staff from its centres all around the UK, from as far south as Winfrith near Weymouth and as far north as Dounreay, near Thurso.

The new Enterprise Document Management System or EDMS for short is being rolled out across the group over the next few years.

The challenge for Headline is to provide 3 levels of training. The first is mandatory for all users and encompasses the daily use of EDMS. The training must be informative and encompass their own job roles. For example HR use Document Management differently to personnel on the nuclear decommissioning projects.

Headline must also provide upgrade training for existing users. This training needs to focus on the differences between the software versions.

The third level of training is optional and can only be provided to those who have already sat

the EDMS Introduction. It covers the finer points of routing and workflow and delegating tasks to other EDMS users. All of the training courses must be delivered at the Centre where the delegates are based

The Solution

Headline recommended that the EDMS Introduction course should be delivered by Instructor-led training. This mandatory course enables us to ensure that all users get a good understanding of EDMS and that they are confident to go away and use EDMS in their everyday work life.

We supported this training with e-Learning. Users can use the e-Learning as a refresher on those tasks they may not use everyday.

The e-Learning was also an excellent platform for the upgrade training. We could concentrate on training the new features without having to take staff out of their working environment for a day. The training can be done at any time.

And finally for the Routing and Workflow we recommended Instructor-led training. This type of training is better suited for groups of four or six delegates and allows the delegates to explore the functionality of workflow in a safe environment.

