REQUISITION TRAINING

What happens when you gather bright minds to discuss training ideas?

You get a “Jam Session” with Post-It notes, design thinking and momentum!

The BEST Project recently hosted a change design session to discuss creative ideas for future End-User Requisition Training.

With a creative and inclusive approach to training, adoption of the new BEST Advantage System is more likely with users,” explained BEST Project User Adoption Lead Phillip “Chip” Norris.

Interaction is exactly what the participants got as three main ideas emerged—using common process standards with agencies, keeping training local, and offering certain types of training sooner rather than later.

With standards, participants recognized the importance of users knowing agency business practices and processes being known prior to training. A proposed solution included using standard templates for processes, policies and procedures.

Localized training for agencies seemed to be at the top of everyone’s idea list. The project is already taking training on the road with opportunities that extend beyond LACOE, and offering training and other workshops in Castaic and Lancaster so agencies have options. An idea that surfaced for localized training was offering local learning hubs (based on agency need and available resources).

The conversation then focused on end-users starting the training path sooner rather than later. Session participants reminded project members there are current motivated users that want the opportunity now to see the system. Customer Resource Center (CRC) current subscribers should expect to see the Requisitions Computer Based Training (CBT) module by the end of 2018.

“It’s a partnership to deliver effective, client-driven solutions,” said Norris. “Ideas are always welcome!”

“Our customers know best. Listening to what they need and when they need it, helps establish a collaborative and confident user experience.”

Lisa-Ann Hinkson
Implementation Expert—Financial

Agency staff worked alongside BEST Project Team members. Group 4, pictured below with the Project’s Jim Caskie, was from Cerritos College and Lynwood Unified School District.