

CASE STUDY

Local Government Sector Specific Technology Rollout

Rollout to 900 childcare providers in a geographically challenging area, introducing mobile technology and "Early Years", a sector specific online application.

Background:

This local Authority launched a large scale initiative to provide free WIFI internet access and a computer to every child care provider within its metropolitan district. This included childminders, multi-site nurseries and after school clubs. The aim of the project was to ensure providers and children could benefit from the new IT equipment and access the wealth of resources available both internally and on the internet.

There were approximately 900 providers based across 700 venues across the district, many of them in very rural settings. It was essential that all providers were able to use a new online tool "Early Years" that was to replace, what had historically been, a paper based system. The council also had a responsibility to ensure all providers understood the importance of PC security and data protection. The skills, experience and confidence of users was diverse with some having no experience at all.

The authority needed a provider to work with them co-ordinating the rollout, delivering mandatory training to all settings and ensuring providers received their hardware as near to receiving the training as possible.

Solution:

- Simple TNA identifying users with few or no skills or experience.
- To design and deliver a bespoke 3 hour instructor led training course. This course was mandatory for all providers.
- To design and deliver a 3 hour "Getting Started with IT" course to support those with little or no experience prior to attendance on the mandatory session. Attendance on this course was recommended to providers based on the TNA results
- Pilot sessions to key project team members and audience representatives to identify technical challenges and establish course pitch and content.
- A comprehensive reference manual to accompany the course and including Council policies and best practice guidelines.
- Project management of the training rollout, including scheduling courses, booking venues, liaising directly with users, co-ordinating all training arrangements.
- All rollout communications, including joining instructions, attendance updates, performance statistics and technical issues.
- Courses delivered over a mix of Saturday mornings, weekdays and evenings.

Benefits:

- Support and enthusiasm for using the new online system "Early Years"
- Providers able to access a wider range of resources
- Increased confidence and new understanding and skills in the use of IT.
- Clarity and understanding of policy in terms of data protection and security.
- Out of hours sessions provided total flexibility for providers around their other commitments.