

Training management for PeopleSoft HRMS

Safeguard the rollout of your new personnel management system

IBM Learning Services supports you and your employees with carefully targeted training management, custom designed specifically for your company. That way you can be confident that from the word go – when you launch your new application – everyone from agents to managers will be able to master the functions and processes they need.

IBM Learning Services prepares all employees as effectively as possible and gets the best out of all resources and investments. Every training project is designed to integrate seamlessly with your global project “Implementing PeopleSoft HRMS”.

IBM Learning Services can draw on highly qualified trainers with experience in the PeopleSoft project, using them to carry out even large-scale training projects at very short notice. Dedicated training systems are provided on local servers in your company or on an external system.

“Lean Learning” process-oriented and effective

With PeopleSoft HRMS training from IBM Learning Services, your employees hit the ground running. This is because they do not train on a standard version, but instead use a training environment custom designed to meet the needs of your company. The trainees are only ever exposed to the screen displays and functions they will actually come across in their daily work.

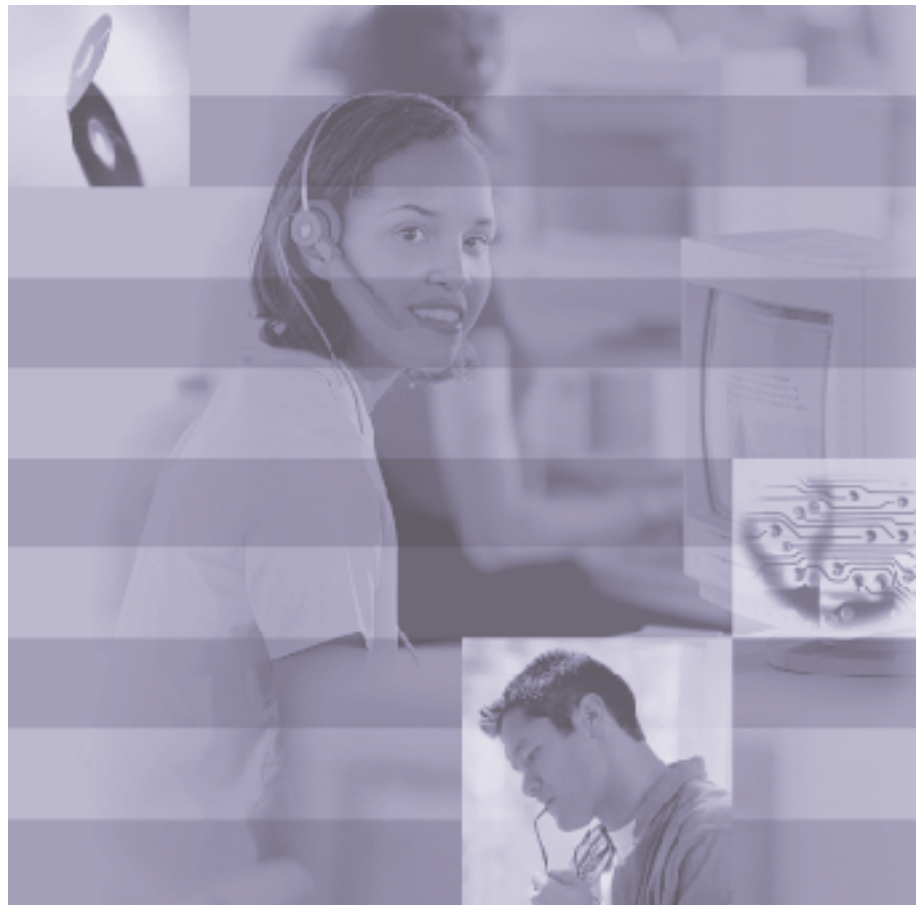
The training curriculum is carefully designed in close collaboration with the project team, which means that each

user group is trained on the basis of working examples that are relevant to real life. The process of checking that learning objectives have been achieved also reflects real life requirements, while also boosting the confidence of the trainees. All trainees are given training documentation, which again is tailored to meet the particular needs.

The success of training activities is frequently determined by the degree of employee acceptance of new company applications. “But we used to do it like this ...” – IBM trainers with experience in

PeopleSoft are ready to deal with sentiments like this thanks to train-the-trainer activities. The team familiarizes itself with all aspects of your previous business processes and the changes you have introduced. Users are also given information about changing roles and the philosophy of the system.

Depending on your preferences or the accommodation available on site, training sessions are carried out on your company’s premises and/or in one of the IBM Training Centers around the country.





IBM Services for all phases in the project

- Developing a shared perception of the starting point and objectives, determining the qualification requirement (fit gap), agreeing the training content and methods to be used
- Conceiving a solution that meets the requirements, designing curriculums, determining the training content and methods, planning the infrastructure (classrooms, private study, e-learning, web casts, web-based on-demand training)
- Developing customized qualification activities: content, infrastructure, training materials, train-the-trainer activities, pilot training sessions
- Carrying out the qualification activities within the timeframe of the global project, providing classrooms, installing the infrastructure for technology-supported learning and installing dedicated training systems, ancillary logistics and local tweaking of the training database
- Providing a trainer hotline and a user help desk during the rollout phase
- Safeguarding success, looking after the trainees, measuring success on a permanent basis, qualification/training of in-house trainers

References

IBM is a specialist in implementing ERP and human resource management systems, so it possesses the expertise and experience needed to make a success of the most demanding training projects relating to implementation.

In its "Reengineering Personnel Management" project, Deutsche Bahn transferred large sections of the training activities associated with the rollout of PeopleSoft to IBM Learning Services. The following modules were developed jointly: individual design, adapted to the customizing level of the application and the various user groups, technical preparation for 160 employees, training for 1300 users, train-the-trainer and teambuilding activities, team administrator training for 270 employees, support for hotline during rollout, logistics.

Deutsche Bank is introducing PeopleSoft throughout the company, using the name "db-people". Major changes have been made for personnel management in Germany. IBM Learning Services was given the task of implementing training in Germany. Curriculums, course materials and a training environment with exercise data were developed for the individual modules, for example the applicant management system, personnel- and position management and reporting. Other functions included designing and implementing training sessions, coaching the employees, providing train-the-trainer activities, running management workshops, organizing training logistics and coordination.

Contact

Your direct contact:
IBM Learning Services
ERP/SCM/CRM Projects
Andreas Otte
Am Fichtenberg 1
71083 Herrenberg
Telefon: 0049 (0) 70 32/15-15 13
Telefax: 0049 (0) 70 32/15-12 19
E-Mail: aotte@de.ibm.com

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IBM Germany GmbH
70548 Stuttgart
ibm.com/de

IBM Austria
Obere Donaustrasse 95
1020 Vienna
ibm.com/at

IBM Switzerland
Baendliweg 21, P.O. Box
8010 Zurich
ibm.com/ch

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