Case Study: City of Burnaby

City of Burnaby Speeds Training Creation and Enables Employees with ANCILE uPerform

Key Challenges:

- Enable authors to quickly and consistently create content
- Replace labor-intensive development of training systems by incorporating simulations for practice
- Ensure up-to-date content is easily available to employees
- Provide on-the-job support via context-sensitive help
- Provide robust search capabilities

Results with ANCILE uPerform:

- Automatic capture of actions within an application and templates/stencils to rapidly create consistent output
- Simulations used to provide realistic data for walkthroughs and exercises
- Learning content available beyond the classroom to provide employees with the latest help for on-the-job assistance
- Central storage and management of learning content in single repository, with search engine integration

The City of Burnaby, the third largest city in the Province of British Columbia, is located on the west coast of Canada and is part of metro Vancouver. The City is home to over 223,000 citizens and features high-density residential areas, major commercial town centre development, major post secondary education institutions, and over 200 parks. The City employs 3,000 to deliver services to residents.

The City of Burnaby has been using SAP since 2007. In support of more than 1,900 SAP users, the IT Training Team creates online training and support materials for SAP ECC, SRM, BW, Business Objects and other third-party products. The team also guides departmental City staff as they create materials specific to their business areas. Development and delivery of IT training, coaching, and learning content to support current projects – and sustain future growth – has been a major focus for the City and a key to their successful SAP implementations. The training team has identified value-add deliverables to drive employee adoption and use of SAP, such as comprehensive Business Process Documents, which bridge business activities and transactional processing. This content is delivered using ANCILE uPerform™.

From Quickly Obsolete to Online and Up-to-Date

Prior to the introduction of ANCILE uPerform, the City relied on manual steps to create and update documentation. The resulting content was often hard for employees to locate and leverage. "Printed versions of manually created job aids quickly became outdated and took significant effort to create and maintain using Microsoft Word and Snagit. Users weren't sure where to look for help, and there was no easy way to get

help from within a transaction," said Bindu Tailor, Manager of IT Training at the City.

Once authors began using ANCILE uPerform, the training team and employees began to see several improvements. "Recording of a transaction is significantly faster than manually taking screenshots and creating documentation. In addition, our employees find it much easier to access the uPerform output because it's available from our Portal or directly from the transaction," said Ms. Tailor.

Providing Classroom Support and eLearning with ANCILE uPerform

During classroom training, the City provides a safe environment for learner practice. Organizations often replicate existing test environments to meet this need for practicing in a 'real' system. But the City found that when training users on transactions that require immense data preparation efforts to set up, using ANCILE uPerform simulations is a perfect alternative to avoid having to create huge amounts of data in a separate environment. Simulations also work well during planned – and unplanned – system outages.

In addition, the City is using ANCILE uPerform to create eLearning courses. The product's rapid development features, such as templates and stencils, translate into a short learning curve for authors. The City has created a course template 'starter' file that leverages the delivered stencils and allows authors to begin immediately populating content that aligns to City standards and proven instructional design principles. This starter file enables authors to consistently deliver a variety of content, including conceptual information, interactions, and assessments. "The simplified creation of online learning is a timesaver and provides cost benefits," said Ms. Tailor.

Enabling and Tracking Completion and Readiness

To track employee progress and assess readiness, the City of Burnaby has incorporated a page in each course for course completion tracking whereby employees simply click a link at the conclusion of the course to send completion information to the training team for transcript update.

Beyond classroom training, the City leverages both work instructions and simulations to provide

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> *Manager of IT Training, City of Burnaby*

performance support to employees at their desks. "We promote the use of uPerform Help in all of our training courses so that users become familiar with the availability of online help," said Ms. Tailor. Integrating help content directly within the SAP application ensures users are not stuck when completing tasks and also reduces calls to the help desk.

The City gets meaningful insight into employee use of help content via two ANCILE uPerform features:

• A website hit counter allows authors and training administrators to report on views of procedures and elearning courses.

• Statistics within the Help Launchpad subcomponent of ANCILE uPerform provide tracking of requests to context-sensitive help from within SAP. This function enables the City to quickly view the top transactions in SAP where help is requested.

Both features allow the training team to identify where extra help content might be needed and to track adoption across groups and roles.

In 2011, the City was awarded an honorable mention for the Education Best Practices Award from SAP and the Americas' SAP Users Group (ASUG).

The Future of ANCILE uPerform at the City

The City of Burnaby is expanding the use of ANCILE uPerform to other Departments to create elearning courses on non-technical topics. "As we expand the use of uPerform to other software systems, and also to non-technical training topics, we are realizing further benefits," said Ms. Tailor.

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