



Microsoft System Center Training Customer Case Study

Directions Delivers Customized SCCM Training for 500 International Military Personnel!

Employees Trained

500

Industry

Military Branch

Coverage

International

Company Background

The branch of a nation's armed services that conducts military operations on land.

Directions' Solution

- Training Assessments
- Customized Training
- Virtual Instructor-led Delivery
- Class Preparation
- Continuing Education

Company Challenge:

With 500 military personnel located in various locations around the world, this branch was in need of a cost effective training solution that would support their worldwide deployment of Microsoft System Center (SCCM) 2012.

Directions' Customized Solution:

Prior to developing a customized training solution, Directions wanted to conduct a full assessment on the branches' technical environment, and understand its people, processes and goals.

Training Assessment

This assessment helped determine the types of job roles to gear the training towards, and identify a delivery modality that would support a worldwide audience.

Customized Training

After the assessment, Directions determined that the majority of the training could be delivered using Microsoft Official Curriculum, however, due to the differences in job roles, Directions created additional customized curriculum that followed their Just-in-Time, Just Enough Training (JIT-JET) philosophy. This approach would ensure the efficiency and effectiveness of training for every job role with no disruption in the workplace.

The three Microsoft Official Curriculum classes that were customized to fit each individuals needs were the following:

- Planning, Deploying and Managing System Center Configuration Manager
- Installing and Configuring System Center Operations Manager
- Administering System Center Configuration Manager

Virtual Instructor-led Delivery

40 virtual training courses were delivered to support students in Europe and Asia Pacific. Support included staffed helpdesk, online testing and an adjusted training schedule to accommodate students in various time zones around the world.

Class Preparation

A custom landing page was created for all students so they could check class times and test their equipment.

Continuing Education

To assist with knowledge transfer and retention, instructors were available on an as needed basis and each student was given 6-months of free lab access to practice the materials taught in class.