

With the constant evolution of technologies and applications in today's business environment, it is more important than ever for employees to **stay abreast of new technologies** and maintain the best skill set possible to **efficiently accomplish their jobs and duties**. New operating systems, collaboration environments, Commercial Off-The-Shelf (COTS) applications, and custom applications are constantly being enhanced and deployed to the user community with minimal guidance and training. In this ever-changing landscape, an emphasis on end user training and educational resources is needed for **successful user adoption and acceptance of any IT changes** across user communities.



LCG Systems (LCG) provides a wide range of training delivery options and forums that align with the specific needs of NIH Institutes or Centers (ICs). Our training services provide ICs with the following forums and media so they can choose what works best for their user communities' training needs:

LCG SYSTEMS TRAINING SERVICES	
Instructor Led Training	<ul style="list-style-type: none"> Demonstration sessions for small or large groups to introduce and promote new technologies. Hands-on instructor-led courses from as short as one hour to a full day. Class content and topics can be customized to meet the immediate needs of the ICs. Training manuals and exercises provided in hard copy and/or electronic format.
Online Resources	<ul style="list-style-type: none"> Creation of a SharePoint site for employees to access training resources and register for classes. Tailored self-service help options including FAQs, links to resources, "Did you Know?" tips and short training demos. Custom training demos and walkthroughs available through any media player.
On Site Hours and Assistance	<ul style="list-style-type: none"> Trainer available for on-site office hours to provide additional instruction beyond the classroom. One-on-one coaching and small group teaching to provide immediate and personal assistance. Additional resource for issues beyond the knowledge of a help desk and/or first level support.
Customized Programs	<ul style="list-style-type: none"> Training services and support can be short-term or long-term engagements. Students are offered electronic surveys after class to provide immediate feedback from instruction. Training user group can provide a group setting to discuss training needs and desires to help shape the training program.

By approaching each training program using a standard analysis of training and technology needs of the ICs, LCG tailors the training program so the government gets the maximum value for the training dollar while providing only the resources and materials needed to get staff the knowledge to fulfill their duties.

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LCG has a library of training resources and creates customized training for NIH employees in software packages such as:

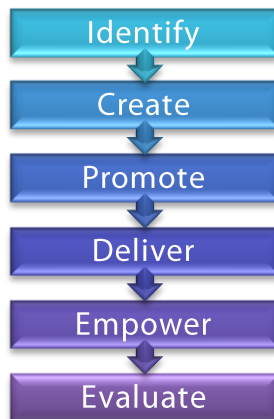
Microsoft Office Suite	<ul style="list-style-type: none"> • Versions 2007 and 2010 • Basic through Advanced levels, New Features
Microsoft SharePoint	<ul style="list-style-type: none"> • Versions 2007 and 2010 • End User and Power User levels
Microsoft Windows 7	<ul style="list-style-type: none"> • New Features and Migration • Basic through Advanced levels
Microsoft Project	<ul style="list-style-type: none"> • Versions 2007 and 2010 • Basic through Advanced levels
Internally Developed Applications	<ul style="list-style-type: none"> • In-house .Net and SharePoint Applications • Branch specific or Line-of-Business Applications

With tight budgets, expensive off-site training, and limited options, many NIH ICs may consider employee training a luxury they cannot afford. However, proper technical training to the user community can lead to numerous benefits for the IC's staff, branches, and divisions. These benefits include:

- Increased productivity by employees who understand efficient ways to use applications to streamline processes and complete tasks quickly.
- Decreased calls to help desk or support personnel for assistance.
- Increased satisfaction with the IT services and applications the employees are provided.
- Increased satisfaction with the IT branch.
- Willingness of employees to adopt IT changes because staff knows they will be properly trained on the new technologies or application changes.

Training Program Process

A good training program strives to do the following, and does it in a cost effective manner:



- **Identify** the skills needed by employees to make them more productive and successful in their job roles and duties.
- **Create** training that is highly relevant and customized to the employees' needs.
- **Promote** the availability of training and education resources to employees.
- **Deliver** training in a timely and convenient fashion, and in ways that are engaging and interesting for the employee.
- **Empower** employees to immediately apply the skills they have learned to their job roles and duties.
- **Evaluate** how well employees are making use of their skills, as well as evaluating the effectiveness of the training program.

If your IC is interested in more information or purchasing LCG training services, please contact LCG Systems at solutions@LCGSystems.com or call us directly and 301-984-4004 X 318.