

1.4. Integrated Management System (IMS) Enterprise Upgrade Training Project

The Centre for Corporate Services Learning (CFSS) managed the training component of the upgrade of IMS to the SAP 4.7 Enterprise version. The SAP 4.7 Enterprise environment included major changes, upgrades and new features which resulted in some changes to procedures in the department. The ERP training team worked beside the financial experts and IMS functional team to obtain knowledge and expertise for nine months before the implementation. The initial training for the changes and new features was delivered in four weeks before and after the implementation date of November 16, 2005. The training was completed via remote and classroom training to more than 1,300 users at Headquarters and at 160 missions through more than 300 training sessions. The training to the missions required staff to work shifts to cover the various time zones. The IMS training documentation needed to be researched, clarified, rewritten and distributed to users at HQ and Missions. As a result of the upgrade to Enterprise, a new training strategy had to be developed. The new strategy will include online tutorials blended with instructor-led workshops delivered remotely for missions, and regular classroom courses for HQ.

1.5. SIGNET Training for the DFAIT Regional Offices

SIGNET 3 was deployed to fourteen DFAIT Regional Offices across Canada after two years of being integrated in the department from Industry Canada. Eleven offices received remote access to SIGNET while three received full SIGNET. CFSS conducted an analysis to establish the client's training needs and created a curriculum that included accessing SIGNET, an overview of the system and its main tools, Information Management principles, as well as an overview of the Intranet and how to access departmental information. This training resulted in DFAIT employees using the same system as their colleagues at Headquarters and at missions abroad to communicate with each other and their clients.

1.6. Outlook Conference Room Booking Online Tutorial

CFSS designed and developed an online tutorial on how to reserve conference rooms using Outlook 2003. In addition to the tutorial, CFSS hosted a two-day kiosk introducing the new feature, which is now in general use across the department.

1.7. SIGNET Web and SIGNET Remote Access Quick Reference Guides

SXD upgraded the departmental mobility tools, therefore CFSS developed quick reference guides for SIGNET Web and SIGNET Remote Access as performance support tools and has posted them on the departmental Intranet for easy access.

