

A Skeptical Fortune 100 Program Manager Gets Sold on Island Training

“Why Island Training?” asked the Senior IT Program Manager when she started her new role with a Fortune 100 financial services company [names withheld in respect to corporate policies]. The company was poised to begin deploying IBM® Rational® Requirements Composer, Rational Team Concert™ and Rational Asset Manager. Upwards of 2500 people would need training—and that was just the beginning. It was a big job. So why not go with IBM, the makers of the software, for the training?

Her colleagues assured her they were confident in Island’s capabilities. They liked Island Training’s virtual infrastructure which eliminated the need for on-site classes, their rich training curriculum, their nimbleness and flexibility, and the favorable costs. The Program Manager decided to take the advice of the team and give Island Training a shot.

Four primary roles were identified—developers, tech leads, business analysts, and PMs. Each role would receive a different flavor of training. For example, business analysts would only be trained in Rational Requirements Composer, a one-day class. Developers, in contrast, were slated for a more expansive mix of modules which spanned over two and half days.

“Users were very excited to sign up, but when the actual training arrived, they assessed their priorities for the day and were often late or even cancelled,” said the Program Manager.

After some discussions with Island Training, a more flexible, shorter curriculum was developed. This proved to be less disruptive to student schedules and absenteeism decreased.

The Program Manager came to appreciate Island’s flexibility and collaborative problem solving. For example, when the distribution of hard-copy training manuals became too onerous on the company, she worked with Island to switch to soft copy manuals only. Another example was when the company’s Java scripts were changed as part of a security upgrade, connectivity issues emerged. Students could no longer log in—through their browsers—to Island’s virtual training machines. Through collaboration with Island Training, a new solution was put forth so users could seamlessly connect to Island’s virtual classrooms without issue. “This was a huge win in Island’s favor,” said the Program Manager.

Moreover, with about 40% of users working remotely, the virtual classroom proved to be the right solution for the company. For this program, the training rooms were not optimal for coordinating the logistics for classes and students. “The students actually did better on the labs and were more attentive when they were able to log in from any remote location—where there were fewer distractions and interruptions,” she said.

The once-skeptical Program Manager has now changed her tune: “I work with approximately ten vendors as part of a large, complex program, and Island Training is the most flexible and responsive vendor to work with.”

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- Senior IT Program Manager

Fortune 100 financial services company

About Island Training

Island Training Solutions provides expert training, consulting, and mentoring focused exclusively on IBM Rational software tools. We offer the opposite of one-size-fits-all software training. Our unique modular business model lets clients configure a curriculum that precisely fits their specific needs. And we offer role-based training with a typical 80/20 lab/lecture mix so students get hands-on experiences with live, world-class instructors learning the specific tasks that will help them be more successful in their roles. Classes are offered anywhere@anytime via virtual classrooms that let us stretch across locales and time zones to consistently accommodate student needs.

