

TRAINING SOLUTIONS**THE VOLVO GROUP
REFERENCE CASE****An interactive tailor-made e-learning solution
for the Volvo Group.**

Volvo IT has designed a unique, tailor-made, interactive e-learning solution for the Volvo Group and Volvo Cars, which has achieved very impressive results. It has led to a significant increase in functionality for the various companies involved, coupled with enhanced skill levels for the users.

The assignment consisted of developing a globally accessible training solution for the companies who were in the process of changing their email system from a miscellaneous assortment to MS Exchange Outlook.

The solution was produced with the following rationales:

- Ease of use
- Availability
- Accessibility
- Flexibility
- Responsibility
- Support

Starting point.

The Volvo Group approached Volvo IT with a request for a user-friendly, accessible, pedagogic, training solution to help 57,000 users learn how to use Outlook and the Support staff how to support

them. Volvo IT therefore initially split the group of people into three operational groups with different requirements, namely: operational staff, support staff, and end-users.

The task.

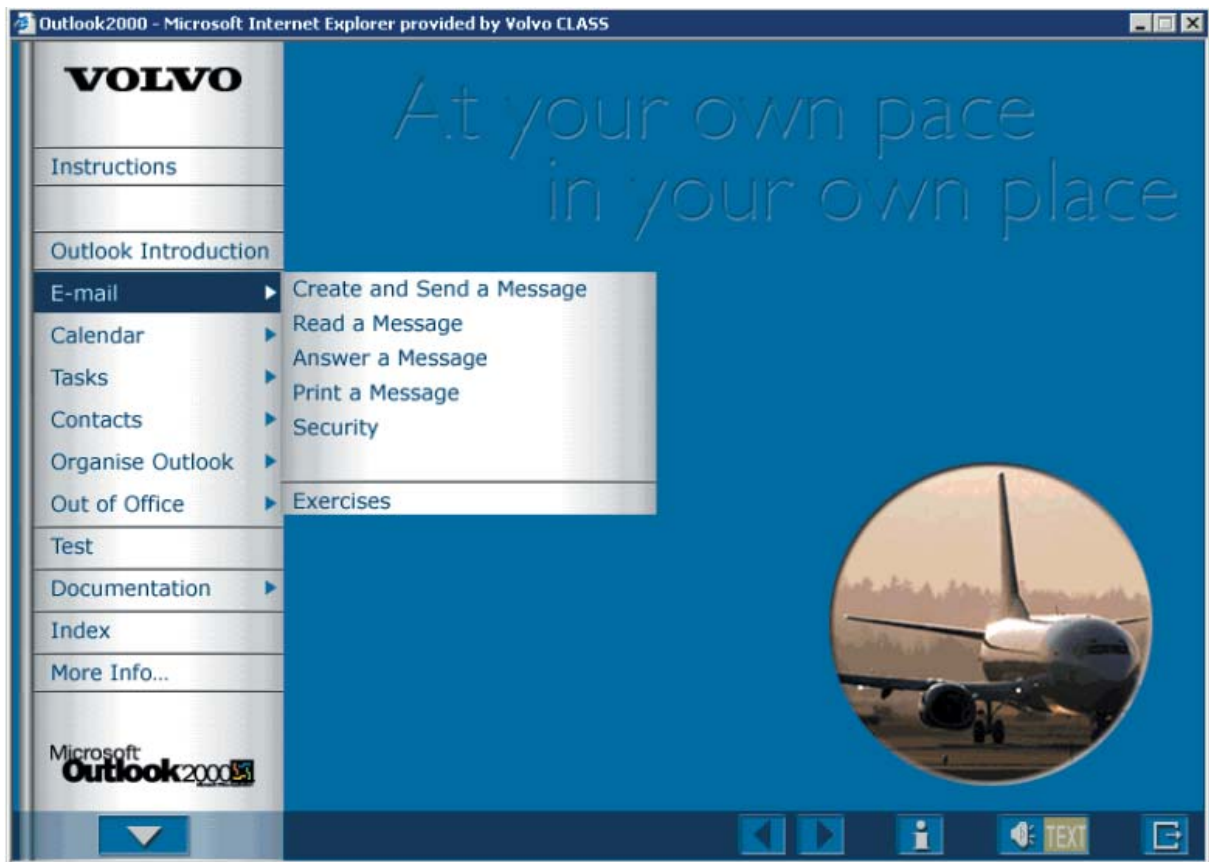
Traditional classroom education would be unworkable seen from a lead-time and cost perspective. Interactive web-based training was the solution of choice as it would provide the best results according to customer demand.

The selected model was based on ease of use and ease of availability from a user perspective by having a simple, straightforward, web interface. The starting point was to optimise current functionality and achieve lead-time independency, in other words a cost-effective solution with maximal efficiency and quality.

Implementation.

The solution was developed and implemented very quickly:

- User dialogue by end December
- Technical solution by January
- Programming by February
- Testing by end March
- Full up and run by mid-April



Navigate quickly and easily.

Results.

From the outset a number of goals were established to ensure that all staff taking part in the training program would understand the capacity and capability of Outlook. The goals included that all staff would take part in the Outlook training scheme and having completed the training course, be able to use the program to its full capabilities. To make this possible a helpline and support function would be constantly available to guarantee the solution's quality and ensure that the financial framework was adhered to.

The delivered solution was a success. A follow-up produced a 100% competency pass rate, support was minimized during the migration phase and everyone at the companies completed the training. One positive remark was that only 5% thought that it would have been better with a teacher-run course. The overall results achieved by the Volvo Group's

MS Exchange Outlook mail system have been a fully-trained workforce, enhanced skills among users and support staff and, most of all, greater understanding of the email system as a business-support tool.

Advantages gained with Volvo IT's WBT.

Costs

A well-structured training strategy enables smooth transition. The major advantages of this are the benefits of scale for larger corporations who use Volvo IT's WBT. Using traditional support for classroom training significantly large numbers of staff or groups, leads to a rectilinear relationship between cost and number of people. Using WBT, the initial cost of development and installation is the only major cost involved. The cost per user will fall as more people use the solution.

Quality

The quality of the training delivered is constant and lasting. As opposed to traditional training where students lose the source of information when the teacher leaves the classroom, the possibility remains for a student to return to the virtual classroom at any time and repeat selected chapters/ points/items, when he or she feels that knowledge-levels are falling.

Most e-learning packages are delivered via CD-Rom and not the internet. Using JAVA as the programming language meant that the production was as platform-independent as possible and no additional programs were required. Additionally, JAVA only requires a small amount of memory, which makes it ideal for distributing a program via an intranet for example.

Technical facts.

Programming

- The programming language used is JAVA.

Target platform

- The production is run via the company's intranet and internet. It runs in any Explorer or Netscape browser later than version 4.0 under Win9x, Win2000 or NT4.
- System requirements

Server

- Pentium II 233 MHz, 2565MB ram

Database

- Microsoft SQL Server, Oracle, Sybase or DB2
- Internet Information Server 3.0+

Client

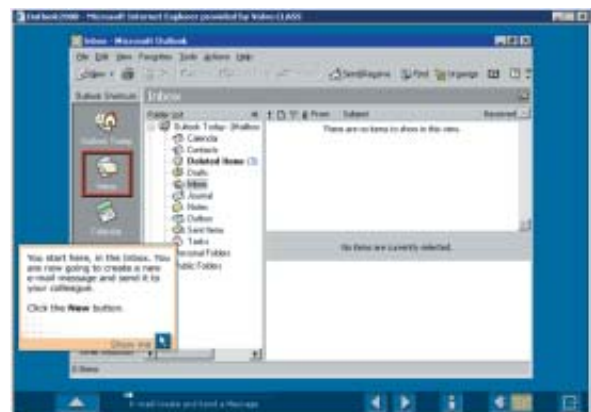
- Pentium 133 MHz, 32 MB ram, browser IE 4.0+ or Netscape 4.0+

Languages

Outlook training has been translated into even languages: Swedish, English, Dutch, German, Spanish, Brazilian, Portuguese and French.



Experienced-based learning.



Solve problems and create opportunities.



Feedback (verify your knowledge and skills).

ATION TECHNOLOGY

User Awards User Panel's citation

The Users' Award is designed to increase user influence over the development of IT in working life. It is awarded annually by LO, the Swedish Trade Union Confederation. In 2002 web-based training from Volvo IT Learning Services was one of five entries that made it to the final. The Users' Award, for 2002 went to Volvo IT LS.

The jury's reasoning behind presenting Volvo IT with the award was as follows:

Volvo IT Learning Services has shown how it can introduce new IT systems in large organisations adapted to the user's individual requirements, via its web-based training. The introduction of email accounts to 57,000 users shows how central communication works at a modern industrial company. The way in which the follow-up and calculations of the user's level of satisfaction and support needs, makes Volvo IT Learning Services an example of quality thinking in the IT sector.

VOLVO

Volvo Information Technology AB

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Volvo Information Technology provides the Volvo Group, Volvo Car Corporation and selected customers with specialised skill and cost-effective solutions for all areas of industrial IT, including superior data centre operations and infrastructure.