

Team Name: eTendering Support Team and Regional Systems Support Team

Nominating Manager:  
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# PaLS Digital Learning Platform

## SITUATION

The ability to deliver training across the Procurement Systems, i.e. the eTendersNI platform (1,600 users) and the Procure to Pay Platform (P2P) (15,000 users), was limited for BSO PaLS. Training was limited to lecture style and classroom training:

Reason for this:

- This is how training was always carried out
- No access to technology which would provide an eLearning/digital training platform.

This approach meant that PaLS were not:

- Reaching all procurement systems users throughout Northern Ireland
- Ensuring maximum Impact but minimum disruption to users
- Providing users with different learning options.

By providing one option for all, PaLS were not accommodating the wide ranging audience of users that existed across our systems. The target audience had no choice of how they would learn!



## TASK

The Teams considered what this meant for End Users of the Procurement Systems:

- Current training was not reaching our wide ranging audience that existed throughout Northern Ireland.
- Current Training (Class room, lecture style) created significant disruption for staff.
- Audience could not select their own learning methodology—everyone learns differently

A new approach was required to ensure training was applicable, relevant and accurate at all times. Future training needed to accommodate all learning styles and minimise disruption.

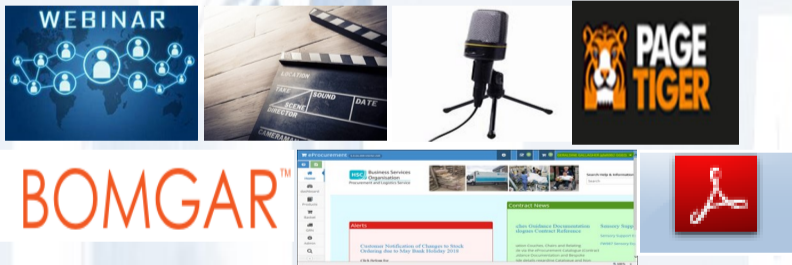


## ACTIONS

A digital learning platform was created and launched.

This approach included the introduction of various digital media which is always live, accurate and accessible:

- Webinars - Web based sessions (only 30-40 mins long)
- E-learning videos - Pre-recorded training sessions (only 2-5 mins long)
- Sound bites - Pre-recorded FAQs (2-5 mins long)
- Page Tiger - Interactive guides
- eProc Homepage - Communication platform for P2P system end users.
- Bomgar - Shadowing facility to resolve complex queries
- Traditional training material - PDF guides



## RESULTS

BSO PaLS are delivering BSO Values through the Digital Learning Platform by providing:



This technology allowed BSO PaLS to be imaginative, unique and creative in their approach to developing a new learning environment. Training material such as this did not previously exist for Procurement systems across HSC; this was ground-breaking for our Organisation.

This new digital approach has allowed PaLS to capture the volume of users accessing each training option available, and track it, so as we can tailor the training in the future.

Since the launch of the digital learning platform (Q3 2017/18) the volume of users captured to date:

- Webinars – **55% attendance rate**
- eLearning videos - **93 % uptake**
- Sound bites – **100% uptake**
- Page tiger (Interactive Guides) – **100% uptake**



This new approach saw real advances in optimising the utilisation of the procurement systems and the delivery of the training, because they became more accessible. These advancements have had a positive effect for Procurement systems:

- Increased utilisation of the self-service eProcurement catalogue (**Increased from 76-80%**)
- Reduction in calls and queries to Systems Support Offices—users could self serve
- Promotion of general awareness of Procurement best practice
- Mass live communication platform for all **16,600 users**
- A consistent approach for all users
- Procurement systems being **utilised end to end 100%** (fully electronic )