



Learning at the speed of change...™

PCIQ Enterprise Learning: ACAA Project Review

ERP Software End-User Education

Allegheny County Airport Authority (ACAA) migrated from their in-house Maximo system to J.D. Edwards, an ERP application. In conjunction with the implementation, the ACAA considered end-user training a critical aspect to ensure maximum system utilization. PCIQ Enterprise Learning was selected to educate users based on job roles and provide documentation on the modules utilized by the ACAA.

A fast-paced training plan was critical given that the integration to the J.D. Edwards system was long in place for the ACAA. PCIQ Enterprise Learning worked timely and efficiently to provide accurate custom manuals, documenting efficient use of J.D. Edwards, defining best business practices, and delivering instructor-led training for each module.

Project Requirements

PCIQ was contracted to provide several different deliverables to this client. The first and most important aspect of this project was the development of customized training documentation for each module of the J.D. Edwards software system.

Additionally, the following requirements were placed on PCIQ:

- Conduct instructor-led training of new material to employees
- Employ post-skill assessments
- Track and report on employee training satisfaction
- Develop and implement computer-based training on the J.D. Edwards modules

PCIQ Project Solution

To accommodate the requirements of ACAA, PCIQ Enterprise Learning gained a clear understanding of the multiple objectives for the various end user groups.

The following bullet points highlight a synopsis of the solution PCIQ brought to the Allegheny County Airport Authority:

- A series of customized manuals were developed for each module of the J.D. Edwards system to match the ACAA business environment and the best business practices as defined by managers, supervisors and end-users.
- In addition to customized training materials, instructor-led training was conducted for each module to support end users.
- After each course, knowledge assessments were given to provide the department managers with the employee's level of competency and comfort on the application.
- Class evaluations were conducted at the end of each learning event that measured the learner's opinions of the materials and the course.
- A database of student information was implemented to track and report on registration, attendance and class evaluations.

“The class was at a perfect pace and the organization of content material was exceptional.”



PCIQ Enterprise Learning: ACAA Project Review, Page 2

Project Benefits

There were several benefits realized by the Allegheny County Airport Authority as a result of this project:

- A reduction in help desk calls has been accomplished by providing just-in-time training.
- Feedback was provided to managers and top-level executives on progress and success of the training.
- PCIQ alleviated the need for ACAA to provide training administration.
- Increased employee comfort level and usability was gained with J.D. Edwards by providing actual job simulation and training.
- Efficient documentation of each module was provided that replicated the client's best business practices.
- The client now has the ability to train new employees and retrain existing employees in the future based on the best business practices using the materials developed by PCIQ.

Benefits of Choosing PCIQ Enterprise Learning

- ✓ Over 10 years experience in instructional design and development
- ✓ Design professionals that are current on the latest industry trends, standards, and guidelines
- ✓ Programs can be designed for different modalities of learning and delivered over the Web, on a CD-Rom, through an intranet site or in a classroom
- ✓ Professional trainers and facilitators make program delivery effective and easy to understand
- ✓ Delivery options that can simultaneously engage three key senses: touch, sight and hearing

Typical Applications

- ✓ Office Productivity
- ✓ Soft Skills Education
- ✓ New Hire Orientation
- ✓ Client and Vendor Training
- ✓ HIPAA Training
- ✓ Technology Training
- ✓ Enterprise Applications

To learn more, contact us at 412.257.9840 or via email: information@pciqlearning.com