



Norwich University

“KnowledgeWave was a wonderful asset in our transitional period from Office 2003 to Office 2007. They provided great hands-on training for our support staff so that we were prepared to roll this product out to our community. KnowledgeWave played pivotal roles by providing us with “Train the Trainer” support as well as making their documentation and course materials available for us to use in our own training. It is often difficult at our University to gather various groups together for IT training, so the tools that KnowledgeWave provided proved to be extremely valuable as we were able to better conform to the schedules of the University Community.”

Jason Aldrich
HD Manager, Information Systems
Norwich University

of Employees: 600+
Type of Business: Private University

Background:

Located in Northfield Vermont, Norwich University was founded in 1819 as the first private military college in the United States and the birthplace of the nation's Reserve Officers' Training Corps (ROTC) program. There are approximately 1900 Cadets, traditional students and commuters attending Norwich University from over 40 states and 20 foreign countries.

In June 2007 Norwich planned a software transition for 600+ employees from Microsoft Office 2003 to Office 2007. The difference between the Office Suites is vast so a great deal of upgrade training within the Outlook, Word, Excel, and PowerPoint applications is required. The university's goal is to have their IT department geared up and ready to transition and train the 600 users for the beginning of the fall 2007 semester.

Solution

KnowledgeWave met with Norwich's IT Director and Assistant to develop a training plan to ramp up the skills of 12 employees in the Helpdesk and Users Support groups. KnowledgeWave began with a “Train the Trainer” course and a series of “What's New in Office 2007” workshops to equip the group with skills necessary to deliver the content. In addition, KnowledgeWave held private Microsoft technical training for the group of 5 Desktop Support Users in running the Windows XP Operating System. Finally, Norwich purchased KnowledgeWave-developed courseware in Office 2007 to be used by their newly-skilled IT staff for the training of their 600 faculty and staff beginning in the fall.

Results

The IT department gained all of the knowledge and skills required to successfully teach the new Office 2007 content during the Train the Trainer, technical XP courses and “What's New” workshops in a classroom setting. The IT team is now equipped with the confidence to transfer the information to Norwich's faculty and staff. KnowledgeWave's Office 2007 courseware is an essential tool in assisting the group during the rollout and afterwards. Employees are able to use the manuals as reference for processes in their new, 2007 applications.

Founded in 1990 and headquartered in South Burlington, Vermont, KnowledgeWave Training specializes in education and training, as well as custom database and software development. KnowledgeWave, Inc. is Vermont's only Microsoft® Certified Learning Partner, a Citrix® Authorized Learning Center, and a Novell® Authorized Education Center and an authorized Cisco®



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