

National Offender Management Service Delivers Training Rapidly, Effectively, and Efficiently



National Offender Management Service (NOMS)
London, United Kingdom
www.justice.gov.uk/about/noms.htm

Industry:

Public Sector

Employees:

50,000

Oracle Products & Services:

Oracle User Productivity Kit

Oracle Partner:

Steria
www.steria.com

Key Benefits:

- Approximately 95% of HMPS staff will be trained to use Prison-NOMIS rapidly, effectively, and efficiently by Summer 2011
- Reduced the time required to produce training documentation by 60%
- Expected to reduce classroom training costs by 50%
- Gained the flexibility to develop materials shortly after the release of an application to functional testing

“Oracle User Productivity Kit lived up to its promise of delivering lifelike scenarios to our users while at the same time adopting a blended learning approach that is simple and realistic in today’s working environments. It was a perfect match for our needs.” – John Farrer, National Offender Management Information Systems (NOMIS) Programme, Training Development Manager, National Offender Management Service

To prevent re-offending, jurisdictions must monitor and manage criminal offenders, whether they are in prison or in the community. In the United Kingdom, the National Offender Management Service (NOMS) has responsibility for this function. It is a system through which the United Kingdom’s Ministry of Justice provides correctional services and interventions to protect the public and reduce re-offending. In short, NOMS bridges the division between custody and community.

NOMS coordinates its operations through a network of regional offices throughout England and Wales that are responsible for overseeing the management of services delivered by a range of local providers.

Her Majesty’s Prison Service (HMPS), which NOMS supports, needs to train approximately 95% of its staff to use Prison-NOMIS. This application provides a Web browser-based, single-information system readily accessible to all staff. Prison-NOMIS is designed to improve information flow and support decision-making around offender risk management.

NOMS selected Oracle User Productivity Kit (formerly called Global Knowledge OnDemand Personal Navigator) to help it train users quickly, effectively, and efficiently.

“Oracle User Productivity Kit has given us the flexibility to develop materials shortly after the release of an application to functional testing. We can complete delivery in 6 weeks, from the point of final user acceptance testing to training. This is a significant reduction to the 22 weeks of expected work.”

John Farrer
Training Development
Manager
National Offender
Management Service,
NOMIS Programme
Training Team

Organization and Efficiency Drive Decision Making

Several core principles drive all investment decisions at NOMS. Among them are organizational and staff-cost efficiency. In addition, any proposed investment must prove it will add value in addition to being flexible and providing sustainable use.

Before selecting Oracle User Productivity Kit, the NOMIS Programme Training team considered using a traditional instructor-led training (ILT) method in conjunction with a copy of the live Prison-NOMIS application. However, the team felt that this combination would not be effective as it did not provide critical end-user support, consistent delivery, and the sustainability required for easily maintaining training content.

A traditional approach would also have required the organization to employ a significant team of trainers, which would have had an unacceptable impact on business operations as well as an unacceptable budgetary impact.

Reducing Training Costs with Blended Learning

NOMS retained Steria, an Oracle Partner, to assist in the design and implementation of a National Learning network from which the training would be delivered. NOMS then selected Oracle User Productivity Kit after thoroughly evaluating several software solutions because it met the organization’s criteria for new investments.

Today, NOMS generates and simulates its training documentation in 40% of the time it previously required. It is also experiencing significant benefits related to Oracle User Productivity Kit’s ease of use. In addition, NOMS expects to reduce classroom training costs by 50% as it utilizes Oracle’s practice of blended learning.

Providing End-User Confidence through Training

NOMS also produced a training course to teach users how to interact with the Oracle solution so that they or colleagues could reuse materials in the future. The product offered more functionality than the traditional screen-capture tools available on the market.

Oracle User Productivity Kit is a training tool that allows users to learn in a self-paced environment. The various learning methods available enable users to individually watch simulations, practice real-life scenarios, and ultimately test themselves on knowledge

they have gained. Apart from being extremely easy to use, the product produces multiple outputs from a single authoring session, enabling the development of trainer and learner manuals while supporting the learning aspect.

“For us and perhaps for most organizations, the key challenge revolved around end-user confidence,” said John Farrer, NOMIS Programme Training Development Manager. “There was skepticism that this form of e-learning would actually work and that it would be easy enough to use. Oracle User Productivity Kit lived up to its promise of delivering lifelike scenarios to our users while at the same time adopting a blended learning approach that is simple and realistic in today’s working environments. It was a perfect match for our needs.”

To meet the aggressive goals and deadlines, NOMS decided to place the required training materials in a central environment, which users could easily access through a secure network of training suites. NOMS supplemented these suites with mobile suites, which leveraged materials on local servers.

Speedy Implementation Yields Fast Results

The implementation lasted four weeks, including the initial testing period. Oracle User Productivity Kit helped NOMS to move quickly from concept to reality. As soon as the development teams were trained, they were immediately able to create the corresponding material within structured templates to ensure consistency in the entire approach.

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NOMS has turned from user to evangelizer since implementing Oracle User Productivity Kit three years ago. The tool is now being used in a number of other areas within the organizations including deployment of the Oracle Business Suite within the Prison Service. Driving this recommendation is that NOMS understands how standards in training delivery and support across Her Majesty’s Prison Service will yield long-term dividends and cost savings to the organization as a whole.

Why Oracle?

Having thoroughly evaluated several software solutions, NOMS selected Oracle User Productivity Kit because it met the important criteria set by the organization for investments. Ease-of-use for end-users was an obvious advantage of the Oracle software, but implementation considerations were also very important in the decision-making process. Oracle User Productivity Kit demonstrates short timelines for deployment and consultants from Steria can be utilised to develop the training materials.

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