DWP Department for Work and Pensions

Department for Work and
  Pensions
London, United Kingdom
www.dwp.gov.uk

Industry:
Public Sector

Annual Revenue:
US$16.348 billion

Employees:
110,500

Oracle Products & Services:

Oracle User Productivity Kit

"Providing accessibility to all training materials via Oracle User Productivity Kit is a tremendous achievement. We have created a blueprint for all government departments that improves access to training materials and reduces costs."
– Theresa Stevenson, Project Manager for Oracle User Productivity Kit, Department for Work and Pensions

Department for Work and Pensions Streamlines Training and Improves Accessibility for 110,000 Users

The Department for Work and Pensions (DWP) is responsible for welfare and pension policy and is a key player in tackling child poverty. It is the biggest public service delivery department in the UK and serves over 20 million customers.

Challenges

- Improve training processes for more than 100,000 users of Oracle E-Business Suite across DWP
- Consolidate training materials and reduce reliance on classroom-based training, tutor documents, e-learning initiatives, and cascade training
- Improve the accessibility of training materials for all employees, especially those with accessibility needs and assistive technology users
- Reduce overall cost of training to free up funding for front-line services, such as employment services and benefits

Solution

- Worked with Oracle to identify solutions for improvements to be made to the guidance, enabling access and use of assistive technology tools
- Chose publishing from Oracle User Productivity Kit (UPK) to html as the most appropriate format, providing access to training materials in a variety of styles and meeting accessibility guidelines
- Enabled all employees, particularly those who use assistive technology, to access self-service training materials through an accessible gateway
- Confirmed UPK as the training method of choice for all DWP shared services customers
- Created a blueprint for training solutions across all U.K. government departments, providing a fully accessible solution that will reduce training costs and free up funding for government front-line services
- Reduced the need for one-to-one training for employees, reducing costs and saving time

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