



DISCON Specialists

EA Enabling Recipes

Package Training and Support Recipe

✉ Email
 info@discon.co.za
 Website
 www.disconspecialists.com
 Phone
 (+27) 12 667 5975
 LinkedIn
 https://www.linkedin.com/company/discon-specialists

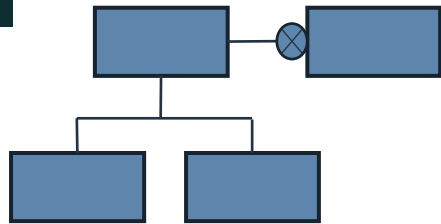
Reason for Existence

To determine business training requirements we map the Organisation structure to high-level business specifications, preferably process definitions presented as business topics. And we can determine package specific training through mapping of courses and programmes to the Organisation structure as seen by the package.

The approach define the objectives of training as:

- A gain in proficiency of package usage and
- An increased understanding of the context of package usage.

1a. Organisational Structure <Ideal>



Organisational Structure <Ideal>

Compile the Ideal Organisation Structure.

2b. Training requirements

Intersections indicate Training requirements.

Organisational Structure <Ideal>



X	X	X	✓
✓	✓	X	✓
X	✓	X	X
✓	✓	✓	X

2a. Package Components

Package Components

Required Organisation Structure <Packaged>

✓			
		✓	
	✓		

Intersections addressed:

- Frequency
- Locality
- Scope
- Usage
- Current Skill Level

Business Topics

2c. Support Tools & Business Context

Support Tools:

- Help Desk
- Modem
- Representation Tools
- Consultation

Business Context to package:

- Process
- Function
- Data

Intersections address:

- Mechanism
- Staff
- Service Level

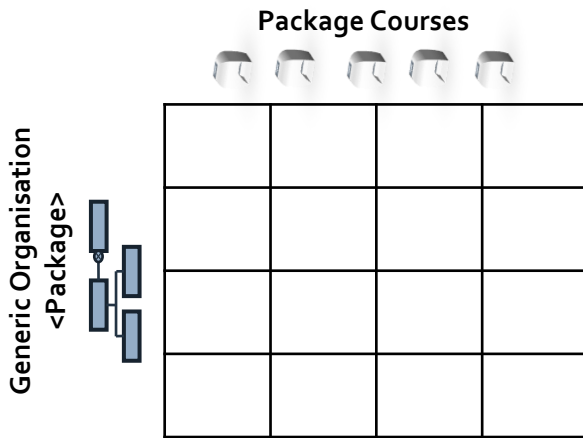
3. Support Requirements

Support Requirements

	✓		
		✓	
✓			

1b. Package Course

Map Organisation Package to Package Courses.



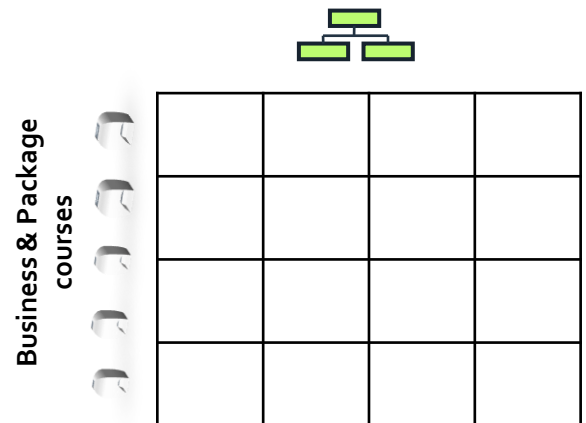
Organisation & Package Course intersections depict:

- Duration
- Content
- Cost

4. Training

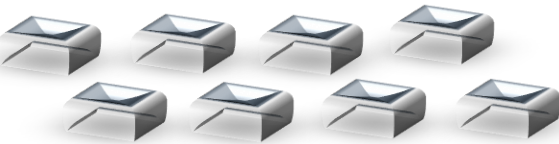
Schedule Stakeholders for Training.

Business Topics



Training requirements from 2b.

3. Business Courses



The combined contents by rows for training requirement scopes the content for a potential business course.

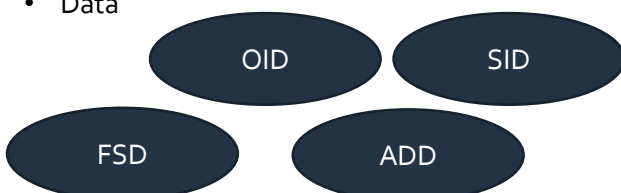
Where business and package courses are related a new course can be defined.

- Intersection indicates dates
- Sum of columns indicate course requirement
- Sum of rows indicate training load per student

2c. Business Context

Business Context to package:

- Process
- Function
- Data



5. Training Success Factors

Training Success Factors

