

# KEVIN O'NEILL

## Core Education Starts with an IT Training Team

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An IT Training team should be at the forefront of education in regard to the organizations core applications. For success, the IT Training team should offer a wide variety of video based classes as well as utilize and post handouts in quick guide format (usually under 12 pages).

Videos and materials should be easy to access via an Intranet or Learning Management System (LMS). Additionally changes in offerings and new offerings can be communicated via an IT Training newsletter that is sent to the entire organization monthly.

One of the missions of an IT Training team should be to connect and collaborate in regards to the user's end user computing needs. An IT Training team should want users to achieve their goals and empower users to develop their knowledge and skills successfully.

In this day and age individuals don't have the time and many times don't want to sit through classes. Therefore, the notion of utilizing quick videos under 15 minutes so users can achieve and see firsthand what they need to know to do their job is the direction of IT Training.

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