



Best Value and Best Practice in Project Management

<<Terry Kent>>

<<**Programme Manager**>>

BT Global Solutions

<<Steve Dunnett>>

<<**Training Manager**>>

BT Global Solutions

<<Eddie Borup>>

<<**Lead Consultant**>>

Customer Projects

<<Denise Maxfield>>

<<**Sales Manager**>>

Key Skills



Introduction

The purpose of this presentation is to share with you how we are achieving what we believe is best value and best practice in learning PRINCE2™.

In this case study we will share with you an overview of our in-house solution to reduce the cost of PRINCE2™ training and accreditation.

The solution has been achieved through a unique partnership of subject matter experts:-

BT Global Solutions – Knowledge of our business and of our customers

Key Skills - Accredited Training Organisation, providing approved products

Customer Projects - Accredited Consulting Organisation, delivering a tailored solution with experienced consultants



Why we need PRINCE2™

What do we do at BT Global?

What was our approach to Project Management?

What were our customers future needs?



How we got started

What were we doing?

Originally we did...

- ✓ Traditional approach to PRINCE2™ training
 - ✓ Instructor Led Training (ILT)
 - ✓ External Accredited Training Organisation
 - ✓ 5 day course – really 3 days training, 1 day exam prep, 0.5 day exam

We quickly migrated to...

- ✓ Blended approach to PRINCE2™ training
 - ✓ Computer Based Training (CBT) for Foundation
 - ✓ Instructor Led Foundation Revision day followed by the Exam
 - ✓ Instructor Led Training for Practitioner (2 days training 0.5 day exam)

We still didn't feel we were achieving best value...



How we brought the training in-house and why

Moment of truth

- ✓ Over 500 staff in Foundation yet to be trained
- ✓ At least another 150 staff to be training in Practitioner
- ✓ Committing BT to at least a further 300K of training costs
- ✓ External trainers were good, but not adding value

Opportunity

- ✓ Newly approved Key Skills Practitioner Product
- ✓ Access to Registered PRINCE2™ Consultant

Solution

- ✓ In house 4 day event
- ✓ 12 days support, (2 courses plus 4 Thursdays)
- ✓ BT staff delivering with BT examples at appropriate locations



The Benefits PRINCE2™ has given to BT and our Customers

BT

- ✓ Even taking into consideration the in-house cost of staff to deliver the training we will save approx 200K
- ✓ Running 4 courses in house recovered the cost of the consultancy and purchasing of the course material
- ✓ BT real life answers to the delegates questions
- ✓ Delivering to small audiences in remote locations

Customers

- ✓ Running a course in Amsterdam for a customer driven need
- ✓ BT Global Solutions are better equipped to deliver Customer Expectations
- ✓ Demonstrates an innovative solutions to create best value
- ✓ Improved Customer Satisfaction



Our Future Plans

PRINCE2™ Maturity Model

- ✓ Health Check and route Map to best practice
- ✓ Organisational PRINCE2™ Accreditation
- ✓ Separate out learning PRINCE2™ from passing exams
- ✓ Further savings by not having to put staff through the exams yet still be accredited as an organisation in “using PRINCE2™”

Managing Successful Programmes

- ✓ Acknowledging that some of our solutions are complex and require a programme approach
- ✓ Helping the organisation achieve its business goals

Expanding to other parts of BT

- ✓ Recycling our lessons learned and approach to best value



Questions?

Contact Details

BT Global Solutions

Terry Kent terry.kent@bt.com

Steve Dunnett stephen.dunnett@bt.com

Key Skills

Denise Maxfield dm@ksl.org
+44 (0) 1270 611600

Customer Projects

Eddie Borup - eddie.borup@customer-projects.co.uk
+44 (0) 870 366 9597

