



Best Value and Best Practice in Project Management

Chris Scoggins

Training, Strategy, and
Implementation Manager

BT Global Services

Cyril Caulkin

Training Consultant

ILX Group - Keyskills



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 and implementing 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 Services – Knowledge of our business and of our customers

ILX Key Skills - Accredited Training Organisation, providing approved products and delivering a tailored solution with experienced consultants



Why we need PRINCE2™

- What do we do at BT Global Services?
- What is our approach to Project Management?
- What are our customers needs?
- What is our customers attitude to PRINCE2 ?



How we got started

Originally...

We used a traditional approach to PRINCE2 training - individuals sent on external courses for Foundation and Practitioner.

EXPENSIVE!

We quickly migrated to...

Blended approach – CBT for Foundation, with instructor led revision and exam day, plus external instructor led training for Practitioner (In BT Buildings)

STILL EXPENSIVE!

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



Why we brought the training in-house and how

- Massive potential numbers to be trained at Foundation
- Significant numbers also at Practitioner
- Need to reduce training costs

Opportunities

- Newly approved Key Skills Practitioner Product - CBT
- Access to Registered PRINCE2™ Consultants
- Ability to 'tailor' to real BT situation

Solutions

- Use the CBT package
- Train BT staff to deliver PRINCE2 training ('Train the Trainers')
- Appropriate support from Key Skills and ability to feedback best practice
- Development of BT approach to implementing PRINCE2 'Into Practical use'



Benefits of PRINCE2™ for BT

- Significant cost savings through in-house delivery
- Structured transfer from reliance on consultant delivery to stand alone training
- Ability to put ‘PRINCE2 into Practical Use’
- Ability to train people where they were located and when they needed it



Benefits of PRINCE2™ for BT's Customers

- Better focus on project delivery
- Customers involved throughout the project
- Better management of project Risks and Issues etc
- Ability to meet increased customer demand for PRINCE2 project managed solutions
- Improved sense of value being added



Where we are now...

- Costs continue to be saved
- ILX-Key Skills support continuing
- Maintaining above average PRINCE2 exam results
- Continuous 'Best Practice' approach to BT use of PRINCE2
- BT happy with approach to 'Blended Learning' which continues to mature successfully



Any Questions?

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