

## BT ONEIT RINGS THE CHANGES WITH HIGHLY SKILLED WORKFORCE

BT's IT and operations business BT OneIT seeks out Global Knowledge's deep Cisco technology expertise to support a critical up-skilling programme.

Despite being one of the best known companies in the UK, BT recognises that its name alone is not enough to ensure customer retention and business growth. The telecoms industry is highly competitive and today's customers can pick and choose their suppliers – and change them whenever they want.

Within this context BT OneIT, the telecom giant's IT and operations support business, knows that it is no longer enough simply to have a skilled workforce delivering customer projects; it has to have formal accreditation acknowledging that skill. To this end, the business has worked with Europe's leading provider of learning services Global Knowledge to deliver and develop training programmes that enable its employees to gain Cisco certification.

BT OneIT is realising significant benefits as a result of the training, including:

- greatly increased accreditation volumes ensuring better customer readiness levels
- first user advantage for Cisco training, keeping BT ahead of the competition
- a structured training path for 8,000 employees encompassing up-skilling, re-skilling and cross skilling of their current technical skill set
- Prometric measurement capabilities ensuring training is fulfilling its purpose
- outsourcing of smaller supplier relationships to free up OneIT's internal resources to focus on other value-added tasks.

### **Responding to customer demand**

BT OneIT aims to deliver customer success by combining a deep knowledge of change management, IT operations, leading-edge network design, IT system and application development.

Its engineering workforce and staff are regularly contracted onto projects within client organisations and these companies are demanding relevant accreditation.

A 90-day project lifecycle followed by time 'on the bench' for employees provides the ideal framework on which to build structured training. During their time on the bench, BT OneIT's people undergo the training that is enabling the telecoms provider to support its customers with relevant skill levels.

Previously working with a range of suppliers for its Cisco training, BT OneIT awarded Global Knowledge the status of preferred supplier in June 2005. Global Knowledge is the world's largest Cisco training supplier and was named as the Cisco Learning Solutions Partner of the Year for 2005.

BT OneIT also asked Global Knowledge to provide a level of Managed Service in which the learning solutions provider manages a number of smaller suppliers for services such as business training.

### **Taking a partnership approach**

By adopting a true partnership approach, Global Knowledge was able to produce a tailored training solution incorporating both accelerated, self study and instructor-led training.

BT OneIT also wanted to be able to assess whether its employees were really taking on board their new skills and asked Global Knowledge to perform Prometric testing. Global Knowledge employs certified Thomson Prometric administrators at each of its training centres to specifically look after the testing requirements of training delegates and readily built this element into the contract.

Innovation has been key to the success of the client supplier relationship. Damian Bell, Global Knowledge account manager, says: "This project isn't just about selling a public schedule course, but demands an understanding of BT's issues such as location of staff, timescales and downtime from the office."

This downtime is the period on the bench during which BT OneIT expects its employees to acquire or augment their skills. Global Knowledge recognised that this time had to be carefully utilised. Damian explains: “The Cisco Certified Network Associate (CCNA) entry level training comprising two courses and two exams is normally carried out over an extended period. In the same way, Cisco’s CCN Professional (CCNP) training comprising four courses and four exams is often delivered with a month, six months or even a year in between each course. So we set about developing training that would still deliver the full accreditation programme, but in an accelerated manner.”

### Personalised training support

Global Knowledge tailored two intensive programmes of activity – one for each course – that incorporate all the required learning and assessment activities. These are delivered by fully-accredited Cisco trainers who have developed a comprehensive understanding of BT’s needs and challenges. They fully understand BT OneIT’s training pathway approach and during the intensive courses are on hand night and day to coach, guide and support the delegates. “It’s not unheard of for a trainer to be called at midnight before one of the exams to go over a particular point,” notes Damian.

This highly personal approach is continued for those delegates who need it once the training is complete. In addition to the Cisco accreditation exams, the delegates undergo Prometric post-course testing that ensures best practice guidelines are being adhered to.

The formal Cisco programme offers:

- CCNA Academy – on-site tailored two-week programme consisting of INTRO (Introduction to Cisco Network Technologies) and ICND (Interconnecting Cisco Network Devices)
- CCNP Boot camp – four week closed accelerated programme comprising:
  - BSCI, Building Scalable Cisco Internetworks (BSCI)
  - BCMSN, Building Cisco Multilayer Switched Networks
  - BCRAN, Building Cisco Remote Access Networks
  - CIT, Cisco Internetworking Troubleshooting
- Prometric on-site testing suite at BT and mobile testing Bus deployed to BT locations.

### Fully rounded service

Global Knowledge also provides standard public schedule courses on an ad hoc basis when required, and manages all the administration, accommodation and other non-learning aspects of the BT OneIT Cisco training programme.

This has freed up the IT organisation to focus on its core business of supporting BT with the skills it needs to provide customers with next-generation converged networks and services via a fully accredited engineering workforce.

[For further information please contact Global Knowledge](#)

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