



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■

Virtual IT Training

Riding on the back of
IT support

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IT training for LSE staff



www.lse.ac.uk/itservices/training

- Two Training Specialists (1.6 FTE) / 3000+ staff
- Office and productivity applications
 - trainer-led standard courses
 - trainer-led tailored courses
 - drop-in workshops
 - task-focused scheduled one-to-one training
 - **just-in-time training** at the point of need

Just-in-time training

- prior to summer 2008

- Telephone-based
- Often unsatisfactory
 - difficult for users to describe the desktop
 - trainers and users often got lost in the process
 - no certainty of success
 - unclear whether any learning took place
- Just-in-time training often gave way to a deskside visit

enter virtual training

Why virtual training?



- Addresses the drawbacks of telephone-based training
 - no need to describe the desktop
 - no one gets lost along the way
 - the endpoint is clearly seen
- Provides more effective JiT training
- Saves time
 - enables team to deliver more JiT training
- Maximises the use of an **existing resource**
 - delivering greater return on investment

Virtual IT assistance

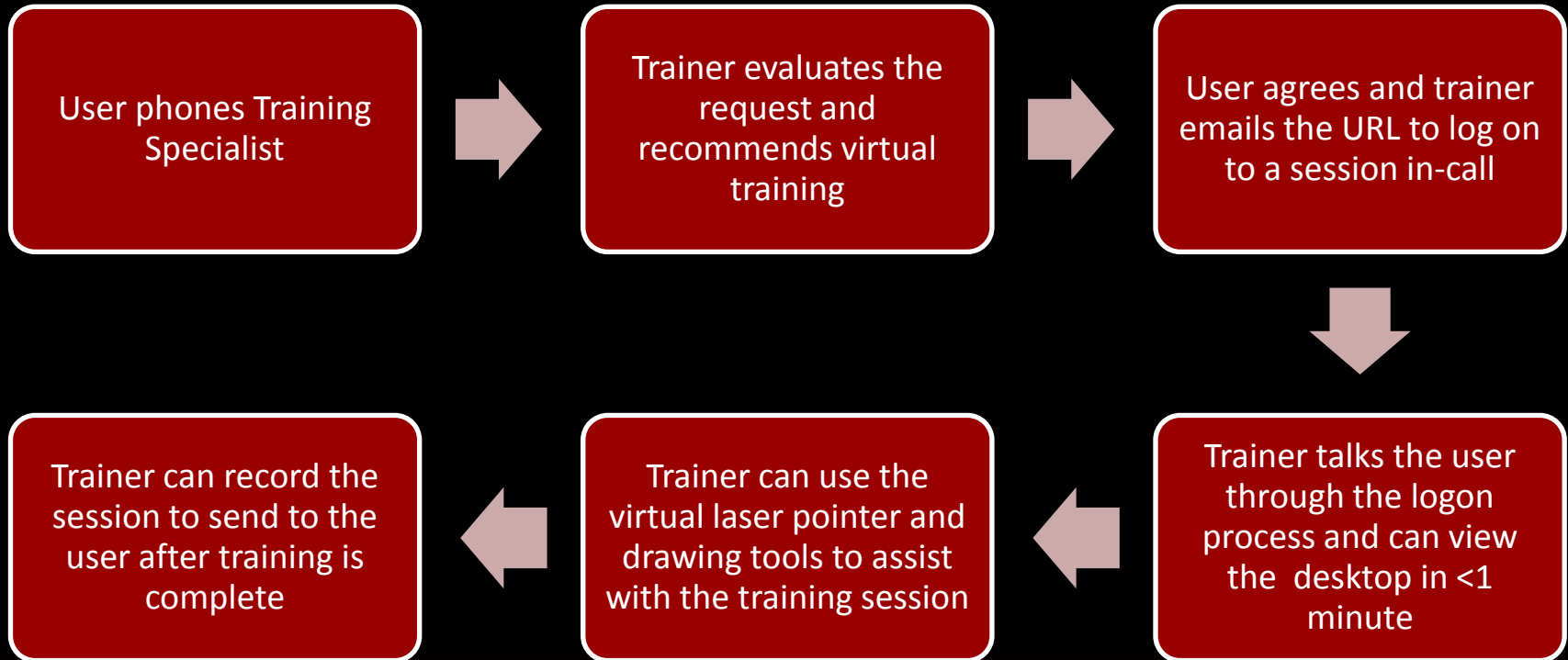


www.lse.ac.uk/vita

- LogMeInRescue
 - real-time remote IT assistance
 - location-free
 - desktop viewing, dual mouse control, file transfer
 - chat or phone-based communication
- Popular with users
- Cost effective

Why not repurpose this resource for training?

Virtual training in practice



Benefits of virtual training



- More training can be provided just-in-time
- Users can continue work without undue interruption
- Supports established good practice in IT training methodology
 - user engages in experiential learning
 - easier for the trainer to direct learning

“I found the virtual assistance very useful – it provided quick, easy and immediate help. Importantly however, it also taught me how to deal with the problem in the future. So it both helped me out, but also provided a learning experience”

Value to the organisation



Virtual training can save money in terms of staff time

- 1 deskside visit = 15 minutes travel time
- 2-3 visits a week = 31h staff time per year travelling
- £1000

- 1 virtual training session = 0 minutes travel time
- 2-3 sessions a week = cost of 1 annual licence
- £250

How many of **you** use the
same or similar remote
assistance technology for
IT support at your
institution?

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Could you?

Any questions?