



Further development in computer software for the Free Hanseatic City of Bremen through the AFZ



The Company

The Aus- und Fortbildungszentrum (AFZ, center for basic training and professional development) for the Bremen City public administration was founded end of the 1980s owing to the ever increasing need for training when computers were first introduced to the workplace.

In the meantime the scope of duties expanded so much that over 30,000 people staff this training center. The AFZ also offers cross-departmental support for Human Resources Development. The administrative school of the Free Hanseatic City of Bremen is an AFZ division that handles training for the civil service professions.

Projects:

- | SAP and standard software (Microsoft Office, Adobe)
- | Own custom-developed and special programs for the civil services

Users:

depending on project,
up to 12,000 end users

Authors per project: 1

Focus:

- | Professional development in computer software for the staff in civil services of the Free Hanseatic City of Bremen
- | End user support

Just-in-Time Learning with datango: IT Training for the Public Sector in Bremen

The Challenge

The public sector of the Free Hanseatic City of Bremen is a complex organization that comprises about 120 government offices and institutes. Collaboration between the different departments was to be coordinated and supported via software programs. Because 20,000 Free Hanseatic City of Bremen civil service employees work at computer workstations, the need for IT-qualification training in these individual departments was also massive. Not all of these users were confronted with the same challenges. That is why a whole variety of software programs were being used.

The Aus- und Fortbildungszentrum (AFZ) of the Hanseatic City of Bremen therefore had the complicated task of providing support to the civil service employees in the learning and handling of the most varied of computer applications. A cross-departmental SAP application for budget planning, a custom programmed browser-based employee portal and department-specific programs such as EUREKA Straf (a program to optimize legal proceedings) was to be taught during the years 2005 and 2006, some of them simultaneously.

The Solution

In order to meet the challenge effectively, the IT department purchased a general license for the datango knowledge suite.

With the datango knowledge suite (dks), lessons for all browser and Windows applications could be generated for end users in the same way. Documentation, demos as well as exercises could all be produced quickly and conveniently because of dks' single-source principle. The AFZ could implement the datango knowledge suite for business applications such as SAP, standard software such as Microsoft Office and Adobe, but also for their own custom programs.

The dks allowed the authors to be able to arrange lessons and documentation with transparent project structures for the different training projects and units. This in turn permitted easy workflow administration by the AFZ IT department when several eLearning projects were being processed simultaneously.



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The Result

Since the spring of 2005 when the AFZ launched the datango knowledge suite approximately 19 refresher and specialization courses in SAP budget planning were produced. About 150 civil service employees in all departments came into contact with it at least once for a few weeks within those two years.

For the standard software training the authors created 31 lessons in all in demo and practice mode. This included documentation for creating a mail merge with MS Word, handling ZIP archives, PDF files and Adobe Reader. 12,000 end users were able to profit from this support from the AFZ.

Four larger projects involving special applications and custom developments were realized as well. This included the employee portal the IT department programmed themselves, a portal that can call up information for and from Human Resources Management. A further large-scale project was the launch of InfoSys, a document management system over the intranet for internal administration – used by approximately 10,000 end users. The AFZ recorded lessons to convey how to add documents to the system, call them up and fill them out. An eCatalog was also launched for the Bremen government procurement agency with help from the dks. The AFZ also applied the dks for the preparation of classroom training seminars in EUREKA Straf, a program to optimize legal proceedings.

Fred Hoppe-Kiaup, Coordinator of datango projects at AFZ concludes: "With the dks we, the authors, are able to arrange and create lessons conveniently and logically. Our aim is to increase knowledge retention, which is why we offer the dks lessons as a supplement to classroom training. Afterwards every end user can access support directly over his/her workstation. In this way we are able to accommodate each and every type of learner: frequent users use eLearning a great deal at the beginning, whereas others who use a program less often use it only when they are required to learn it."

The Future

Numerous computer training projects are being planned in AFZ with dks. For example internet editors in the 120 departments, government agencies and associations in Bremen will be trained to program (and above all to make it accessible to disabled users), internet content over a Content Management System universally. In another future project, end users will be able to access online support from the Bremen City tender invitations platform.



datango AG

datango AG was founded in Berlin in 1999 and boasts subsidiaries also in a number of European countries and in the United States.

As one of the leading providers of Electronic Performance Support Systems (EPSS), it offers companies complete software solutions for the entire lifecycle of an application - from project design and initial implementation to user support.

The datango AG has developed a live navigation support, that provides optimal just-in-time learning for the end user.

datango AG's clients include Bosch, Bayer Schering Pharma, e.on and SPAR.

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