



THE LONDON SCHOOL  
OF ECONOMICS AND  
POLITICAL SCIENCE ■

# Virtual IT Training

Riding on the back of  
IT support

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*Using Twitter: #ictfc10*



# IT training for LSE staff



[lse.ac.uk/intranet/LSEServices/divisionsAndDepartments/itservices/training](http://lse.ac.uk/intranet/LSEServices/divisionsAndDepartments/itservices/training)

- Two Training Specialists (1.6 FTE) / 3000+ staff
- Office and productivity applications
  - trainer-led standard courses
  - trainer-led tailored courses
  - seminars and 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?



Virtual training using remote assistance technology, was seen as a means to address the drawbacks of phone-based training, deliver more effective just-in-time training, and increase the amount of just-in-time training the team could deliver. **It also offered a way to extend the use of an existing resource and get even better value from the investment**

# Virtual IT assistance



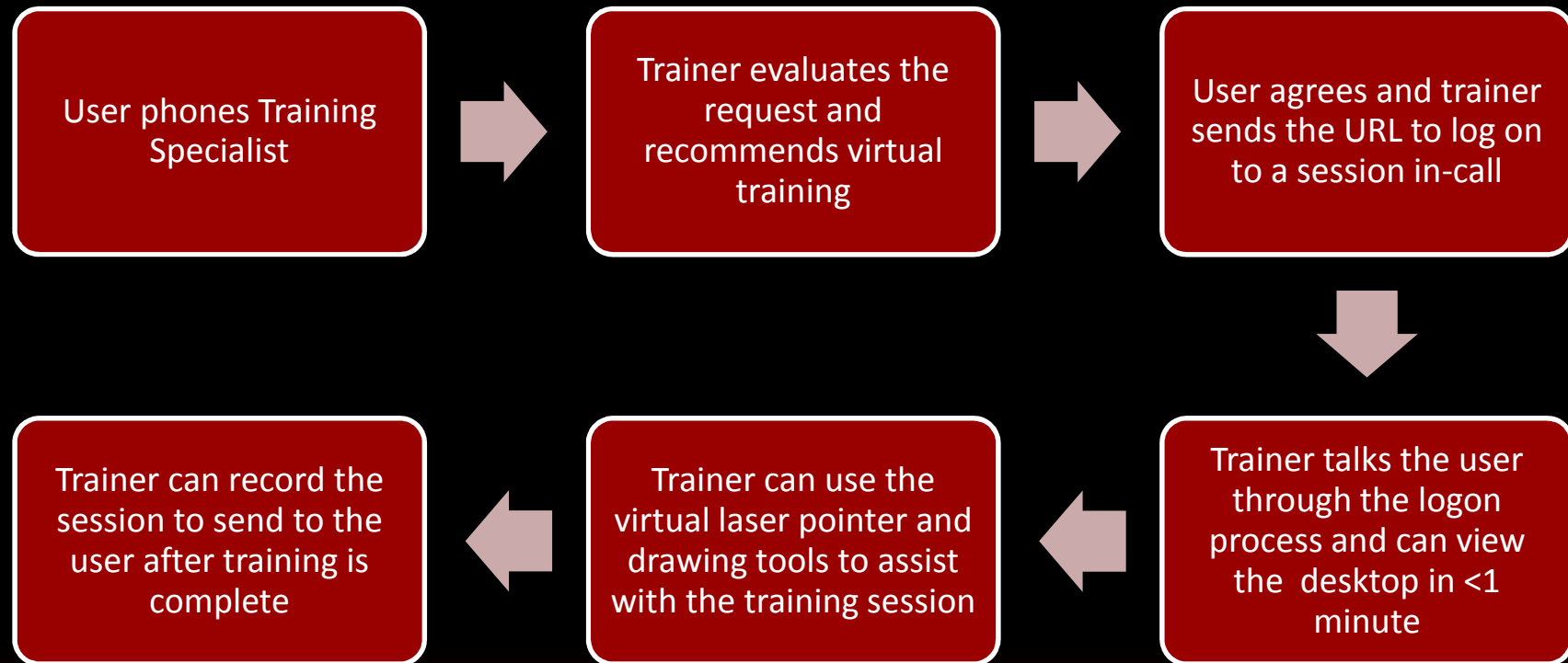
[lse.ac.uk/intranet/LSEServices/divisionsAndDepartments/itservices/about/serviceCatalogue/vita.aspx](http://lse.ac.uk/intranet/LSEServices/divisionsAndDepartments/itservices/about/serviceCatalogue/vita.aspx)

- 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

LSE





# Virtual IT assistance **in action**

# Benefits of virtual training



- Training at the point of need
  - user 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?

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



Could you?

Any questions?