



## The Rockefeller University Benefits from Flexible Training Solutions

### CUSTOMER PROFILE



**The Rockefeller University**  
New York, NY  
www.rockefeller.edu



### INDUSTRY

Education

### EMPLOYEES

850

### IT CONVERGENCE SERVICES

■ Consulting

### APPLICATIONS & TECHNOLOGIES

■ Grants Accounting 11i

### KEY BENEFITS

- Customized Training
- Adaptable Curriculum
- Flexible Scheduling
- One Point of Contact

### A LOOK AT THE ROCKEFELLER UNIVERSITY

The Rockefeller University is one of the world's foremost biomedical research centers. Located in New York City, Rockefeller offers a post-graduate program for students interested in receiving their Ph.D. or M.D.-Ph.D. The university's scientists specialize in research on some of the world's most urgent public health issues, including antibiotic resistance, AIDS treatments, and causes of cancer.

### THE CHALLENGE

Rockefeller decided to replace its legacy accounting system with Oracle Award Status Inquiry, part of the Oracle Grants Accounting module, and iProcurement, Oracle's Internet-based Purchasing solution. In order to educate its 562 end-users on the new Oracle applications, Rockefeller sought a partner that could customize its training program to the university's specific rules and regulations – including using Rockefeller's own screen shots within the training material. A partners' willingness to adapt to the university's working environment was essential because Rockefeller's projects cannot be allowed into the public domain due to security precautions.

The coordination of the training schedule was also an important issue for Rockefeller. Because the number of classes that employees needed to attend was dependant on their job functions, Rockefeller looked for a detail-oriented partner that could coordinate class schedules for individuals from beginning to end. This included scheduling individuals for up to three classes a day and ensuring those classes did not overlap. Holding multiple training sessions per day in multiple rooms at the same time would be necessary for the university's users who ranged from research assistants to laboratory managers to office staff. Finally, Rockefeller needed an education partner that could keep an instructor on-site in case questions arose after go-live.

### HIGH-LEVEL PROJECT GOALS

- Develop customized training materials
- Deliver customized Navigation, iProcurement, and Award Status Inquiry training specific to users' job functions
- Schedule multiple training sessions per day
- Coordinate student training schedules
- Provide post-training support as necessary

### WHY IT CONVERGENCE?

Seeking a professional organization with extensive Oracle education experience, Rockefeller University chose IT Convergence (ITC) to cost-effectively provide its faculty, students, and staff with the resources needed to utilize its new Grants Accounting and Purchasing software. With a wealth of education materials already at its disposal, IT Convergence was able to provide customized curriculum within the required deadline.



## FLEXIBLE CUSTOMIZED EDUCATION

Over a seven-week period, 562 Rockefeller University Oracle users received the customized training needed to effectively utilize their newly-implemented Oracle applications. Educators from IT Convergence provided training across multiple sessions in multiple locations -- with 15 users attending each class -- and worked to schedule training sessions that would cause minimal disruption to the users' daily work schedules. ITC educators often taught classes during the day and accommodated adjustments to schedules and curriculum at night. University employees were provided with Rockefeller-specific educational materials that addressed their own specific functions of Award Status Inquiry and iProcurement. Navigation training allowed the users to work with Rockefeller's Oracle applications to complete data entry and run queries.

Throughout the engagement, ITC provided one point of contact for Rockefeller, so that Rockefeller staff could focus on its IT needs rather than spend time searching for the right person to address issues. Expecting its Help Desk to be flooded with questions about the new Grants Accounting module, Rockefeller arranged for an IT Convergence instructor to stay on-site for two weeks. However, it turned out that the majority of employees had a firm grasp of the new system after training. In order to address the most common questions, the instructor created on-line videos to enable self-service.