

... CASE STUDY

Designing Modern and Customized IT Service Management Training for a Global Bank

Challenge

A global banking leader identified inconsistent execution of their IT Controls Framework across the organization, leaving it open to real-life risks, such as data security and compliance. They recognized the need for a redesign of learner-centric training to meet their employees at the intersection of role, need, and performance. The target audience, the IT team, required an engaging, consumable course to make the IT controls information accessible and digestible, giving guidance on how to operate successfully in a highly regulated industry.

Solution

GP Strategies® created an easily navigated, pitch-perfect, mobile-first, highly stylized solution with home menu-based control topics culminating in branched scenarios, all aimed at engaging learners to bring their control framework activities in compliance with the highly regulated financial services industry.

The design of the solution was focused on:

- User experience
- Treatment of content
- Visual and interactive treatments
- Approach to design life cycle

Business Impact

Feedback from the customer's learning and business stakeholders was overwhelmingly positive. They were excited to have training that had "such a bold design," provided targeted options for learners to confirm their knowledge, and contextualized the IT controls in a very visual and engaging manner.



First project engaged with external vendor...Every time we've come to you with a change, suggestion, there's been a good response...And the end-result looks amazing.



RESULTS

Decreased learner seat time by **83%**

32,000 learners globally now have access to timely training to ensure proper treatment of the IT controls information

5 customized training modules with **142** graphical elements for an impactful user experience

