



## Case Study

Diverse federal government sub-contract required state-of-the-art technology training ensuring comprehensive and measurable knowledge transfer

### Client:

A Large National Research & Engineering Company and its Customer, the General Services Administration

### Industry:

Government

### Service Offering:

#### Component Services

- Education Services
- Instructor-Led Training



**The Program:** One of the nation's largest research and engineering companies was awarded one of the General Services Administration's (GSA) Applications 'n Support for Widely-diverse EndUser Requirements (ANSWER) contracts. This contract involves IT design, engineering, and implementation to support technology challenges from diverse federal government agencies worldwide. It is a 10-year indefinite delivery, indefinite quantity IT program developed to ensure that federal agencies receive high quality technical support and responsive customer service.

**The Scope:** The client's responsibilities under the ANSWER contract include the training of contract personnel to ensure that task order requirements are met and skills remain current on state-of-the-art technologies and methods. A minimum of 40 training hours each contract year must be available to all fulltime personnel billed and assigned to the ANSWER contract. At least 80 percent of this training must be in technologies directly related to task performance. Associated training costs are not billable to the GSA and must be assumed by the client.

**The Support:** To help reduce overall costs, the client needed a subcontractor that could provide a wide array of training services both on-site and web-based. TEKsystems'® training flexibility, strategically located training labs nationwide, and partnership with a recognized industry leader in the field of distance learning, made it a logical choice. In addition, TEKsystems' training processes and procedures are based on best practices as defined by the American Society for Training and Development (ASTD). Training curricula center on leading edge products or services and focus on employee performance improvement through an effective and measurable transfer of knowledge.

TEKsystems worked with the client to create a syllabus and course materials appropriate for the contract's required training. The eight training modules developed included: Introduction to Windows 2000; Introduction to Active



Implementing Active Directory; DNS and Active Directory Integration; User Account Administration; Group Account Administration; Administering Group Policy. This instructor-led course was delivered over two days and brought together students from five Air Force bases.

**The Result:** As a premier provider of technology staffing and services, TEKsystems was able to save the client valuable time and money by accommodating their training needs. This phase of instruction met 16 of the 40 training hours required under the ANSWER contract and was the second training course TEKsystems provided to fulfill the client's contractual obligations. As the client continues to perform services under the ANSWER contract, TEKsystems is poised to deliver the same course or to customize another course as needed.